



**CRITICAL INFORMATION SUMMARY**

**TELEQUIP MANAGED SERVICES | TELEPHONE CONFERENCING**

**1. SERVICE INFORMATION**

<b>Service Description</b>	TQMS   Telephone Conferencing provides cloud based conference bridge for up to 20 participants.	
<b>Minimum Term</b>	No minimum term	
<b>Hardware Inclusions</b>	None	
<b>Functionality Inclusions</b>	Local indial number Unique meeting ID Meeting organiser PIN Participant PIN Maximum participants per call	Included Included Included Included 20
<b>Installation Inclusions</b>	N/A	
<b>Service Inclusions</b>	Remote and onsite support for faults (Mon-Fri, 8:00 am – 5:00 pm, excluding public holidays)	
<b>Exclusions</b>	<ul style="list-style-type: none"> <li>• Service does not include video conferencing</li> <li>• Service does not include document sharing</li> <li>• Service does not include management portal</li> </ul>	
<b>Important Limitations</b>	Service requires a phone to dial in. This can be a mobile phone, landline, softphone, etc.	
<b>Important Qualifications</b>	N/A.	

**2. PRICING**

All Prices include GST	
<b>Installation Charges</b>	N/A
<b>Travel Charges</b>	N/A
<b>Minimum Monthly Charges</b>	\$15.00
<b>Maximum Monthly Charges</b>	\$15.00
<b>Other Charges</b>	Depending on which device a participant uses to dial into the conference, their may be charges from the respective carrier for a landline call.



### 3. BILLING

<b>Monthly Bill</b>	On the first business day of the month you'll be billed in advance for the minimum monthly charge.
<b>First Bill</b>	<p>Pricing in this Critical Information Summary is for a full billing period (calendar month starting 1st of the month). Your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.</p> <p>Your first bill will include:</p> <ol style="list-style-type: none"> <li>1. Charges for part of the month from when the service was activated until the end of the billing period</li> <li>2. The minimum monthly charge in advance for the next billing period</li> <li>3. Installation charges</li> <li>4. Any additional charges for non-recurrent items</li> </ol>

### 4. OTHER INFORMATION

<b>Customer Service Contact Details</b>	<p>Our customer service can be contacted on</p> <ul style="list-style-type: none"> <li>• 07 4047 7088 (phone)</li> <li>• 07 4047 7090 (fax)</li> <li>• <a href="mailto:service@telequip.net">service@telequip.net</a></li> </ul> <p>during business hours: Mon to Fri, 8:00 am to 5:00 pm, excluding public holidays.</p> <p>For emergency support outside business hours please call 07 4047 7088 (charges apply).</p>
<b>Dispute Resolution</b>	<p>To log a dispute, please contact our customer service.</p> <p>If you have exhausted all avenues for resolving your complaint within Telequip, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a></p>

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