

CRITICAL INFORMATION SUMMARY

TELEQUIP MANAGED SERVICES | **FIXED LINE**

1. SERVICE INFORMATION

Service Description	TQMS Fixed Line provides 1 x voice call service either via copper infrastructure („PSTN“) or via the nbn™ network for Fibre-to-the-Premise („FTTP“) customers depending on availability.
Minimum Term	No minimum term
Hardware Inclusions	None
Installation Inclusions	Onsite installation of the service within postcode 4870
Service Inclusions	<ul style="list-style-type: none"> The service allows you to make or receive one call at a time. Remote and onsite support for faults (Mon-Fri, 8:00 am – 5:00 pm, excluding public holidays)
Exclusions	<ul style="list-style-type: none"> Call charges are not included in the Minimum Monthly Charge. Priority Assistance Service (a service to help people with diagnosed life-threatening medical conditions who depend on a reliable, fixed-line home telephone service to be able to call for assistance when needed)
Important Limitations	<ul style="list-style-type: none"> FTTP only: This service will not work if there is an interruption to your power supply. That includes dialling emergency numbers (000). FTTP only: This service is a voice over IP (service) provided through the nbn™ network. Quality of your voice communications can be affected by factors such as your connected equipment and the performance of infrastructure outside of our control. FTTP only: Although your service may support fax, EFTPOS, medical diallers and other non-standard dialler services and equipment, we cannot guarantee that these services and/or equipment will work or function faultlessly over your service. Please check with your equipment manufacturer/provider about compatibility with a voice service on the nbn™ network.
Important Qualifications	FTTP only: To use the service you will need business grade internet access connection and a modem/router.

2. PRICING

All Prices include GST		
Installation Charges	\$140.00	
Travel Charges	For deployment outside of postcode 4870 or for installation across multiple locations, travel charges apply. We charge \$30.00 per 15 min travel time.	
Minimum Monthly Charges	\$45.00	
Maximum Monthly Charges	N/A	
Common Call Charges	Local	\$0.20 per call untimed
	National	\$0.10 per minute – billed in minute increments
	Australian mobile	\$0.28 per minute – billed in minute increments
	13 / 1300	\$0.28 per call untimed
	International	Starts from \$0.06 per minute, billed in minute increments. Find our international call rates at www.telequip.net/pdfs/International-Call-Charges.pdf
	1800 / Emergency 000	Free
Other Charges	Changes to hardware, services or labour cost may result in the cost of your service changing. We will inform you one month in advance of price changes.	

3. BILLING

Monthly Bill	On the first business day of the month you'll be billed in advance for the minimum monthly charge, as well as for calls during the previous month.
First Bill	<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"> Charges for part of the month from when the service was activated until the end of the billing period The minimum monthly charge in advance for the next billing period Installation charges Any additional charges for non-recurrent items Call charges for calls made during the billing period

4. OTHER INFORMATION

Customer Service Contact Details	<p>Our customer service can be contacted on</p> <ul style="list-style-type: none"> 07 4047 7088 (phone) 07 4047 7090 (fax) service@telequip.net <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>
Dispute Resolution	To log a dispute, please contact our customer service.

This is a summary only. Our full legal terms for the individual components of this service are contained in your terms and conditions at <http://www.telequip.net/pdfs/Terms-and-Conditions.pdf>