

CRITICAL INFORMATION SUMMARY

TELEQUIP MANAGED SERVICES | **HOSTED PHONE SYSTEM : MEDIUM**

1. SERVICE INFORMATION

Service Description	TQMS HPS provides cloud based Phone system features and telephony services over the Internet. It allows inbound or outbound calling to the public phone network via number(s) hosted on the TQMS platform.	
Minimum Term	No minimum term	
Hardware Inclusions	Service includes provision of phone(s) with power supply. Available phone models are Basic, Advanced, Advanced DECT, Cordless or Reception.	
Functionality Inclusions	Local and national calls	Included
	Calls between users on the same plan	Included
	Calls to TQMS HPS Customers	Included
	Number of concurrent calls	1 per phone
	Direct in-Dial numbers	1
	Day / Night Mode	Included
	Day / Night Voicemail	Included
	Day / Night Ring Group	Included
	Park Positions	2
	Supervision Keys	Included
	Speed Dials	Included
	Music on Hold	Standard Chimes or customer provided on-hold music
	Voicemail to Email	Included
Number presented on outbound calls	Included	
Installation Inclusions	<ul style="list-style-type: none"> Remote data collection Installation of equipment within postcode 4870 User training 	
Service Inclusions	<ul style="list-style-type: none"> Remote and onsite support for faults (Mon-Fri, 8:00 am – 5:00 pm, excluding public holidays) Replacement parts for hardware as a result of normal wear and tear. Please note that replacement will be with <u>equivalent</u> equipment, not necessarily the same brand/model. 	
Exclusions	<ul style="list-style-type: none"> 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) Inbound Call Reporting 1900 / 1194 / 1196 numbers cannot be called from this service Hardware is provided on a rental basis. Ownership remains with Telequip Hardware requires power and a working network outlet. 	
Important Limitations	<ul style="list-style-type: none"> This service will not work if there is an interruption to your internet connection and/or power. That includes dialling emergency numbers (000). CLID over-stamping is available for registered and verified numbers only 	
Important Qualifications	To use the service you will need business grade internet access connection and a modem/router.	
Important Recommendations	Telequip recommends that this service is only used on an NBN Internet connection.	

2. PRICING

All Prices include GST			
Installation Charges	\$150.00 plus \$15.00 per TQMS HPS phone		
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	Phone Model	Phone 1-4	Phone 5+
	TQMS HPS: Basic Phone	\$41.00	\$30.00
	TQMS HPS: Advanced Phone	\$44.00	\$33.00
	TQMS HPS: Advanced Phone DECT	\$54.00	\$43.00
	TQMS HPS: Cordless Phone	\$47.00	\$36.00
TQMS HPS: Reception Phone	\$57.00	\$46.00	
Maximum Monthly Charges	N/A		
Common Call Charges	Australian mobile	\$0.20 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	
	1223	\$0.70 per call untimed	
1225	\$2.20 per call untimed		
Other Charges	Changes to the existing phone system configuration will incur charges as per our current Rate Card at http://telequip.net/pdfs/Telequip-Rate-Card.pdf Please contact Telequip for a quote. 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>