

## CRITICAL INFORMATION SUMMARY

### TELEQUIP MANAGED SERVICES | ISDN LINE

#### 1. SERVICE INFORMATION

<b>Service Description</b>	TQMS   Integrated Services Digital Network (ISDN) Line provides two voice call services over the public switched telephone network.
<b>Minimum Term</b>	No minimum term
<b>Hardware Inclusions</b>	None
<b>Installation Inclusions</b>	Onsite installation of the service within postcode 4870
<b>Service Inclusions</b>	<ul style="list-style-type: none"> <li>The service allows you to make or receive two calls at a time.</li> <li>Remote and onsite support for faults (Mon-Fri, 8:00 am – 5:00 pm, excluding public holidays)</li> </ul>
<b>Exclusions</b>	<ul style="list-style-type: none"> <li>Call charges are not included in the Minimum Monthly Charge.</li> <li>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)</li> </ul>
<b>Important Limitations</b>	Sale of ISDN will be ceased to all customers effective 30 June 2018. Customers can still make configuration, software and record changes to their existing services. Disconnections will occur from 30 September 2019. The final exit date for ISDN will occur by 2022 and we shall communicate the date in due course.
<b>Important Qualifications</b>	Availability of the service depends on the technical infrastructure of the local Exchange.

## 2. PRICING

All Prices include GST		
<b>Connection Charges</b>	<b>\$0.00</b> for transfer of an existing service. Please contact us for installation charges for a new service.	
<b>Travel Charges</b>	For deployment outside of postcode 4870 or for installation across multiple locations, travel charges apply. We charge <b>\$30.00</b> per 15 min travel time.	
<b>Minimum Monthly Charges</b>	<b>\$250.00</b>	
<b>Maximum Monthly Charges</b>	N/A	
<b>Common Call Charges</b>	Local	Included
	National	Included
	Australian mobile	Included
	13 / 1300	Included
	International	Starts from \$0.06 per minute, billed in minute increments. Find our international call rates at <a href="http://www.telequip.net/pdfs/International-Call-Charges.pdf">www.telequip.net/pdfs/International-Call-Charges.pdf</a>
	1800 / Emergency 000	Free
<b>Other Charges</b>	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. Additional features are available. Please find following pricing for some additional features: <ul style="list-style-type: none"> <li>• Calling Number Display \$12.00 inc GST / month</li> <li>• Line Hunt \$ 6.00 inc GST / month with a setup fee of \$60.00 inc GST</li> </ul>	

## 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, as well as for calls during the previous month.
<b>First Bill</b>	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. Your first bill will include: <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> <li>5. Call charges for calls made during the billing period</li> </ol>

## 4. OTHER INFORMATION

<b>Customer Service Contact Details</b>	Our customer service can be contacted on <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> during business hours: Mon to Fri, 8:00 am to 5:00 pm, excluding public holidays. For emergency support outside business hours please call 07 4047 7088 (charges apply).
<b>Dispute Resolution</b>	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>