

## CRITICAL INFORMATION SUMMARY

### TELEQUIP MANAGED SERVICES | SIP : MEDIUM

#### 1. SERVICE INFORMATION

<b>Service Description</b>	TQMS   SIP provides cloud based telephony services over the Internet. It allows 2 concurrent calls at a time inbound or outbound to the public phone network via number(s) hosted on the TQMS platform.	
<b>Minimum Term</b>	No minimum term	
<b>Hardware Inclusions</b>	None	
<b>Functionality Inclusions</b>	Local and national calls	Included
	Calls to TQMS   HPS Customers	Included
	Number of concurrent calls	2
	Direct in-Dial numbers	1
	Number presented on outbound calls („CLID over-stamping“)	Included
<b>Installation Inclusions</b>	<ul style="list-style-type: none"> <li>Remote initial configuration of service</li> </ul>	
<b>Service Inclusions</b>	<ul style="list-style-type: none"> <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>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> <li>Inbound Call Reporting</li> <li>1900 / 1194 / 1196 numbers cannot be called from this service</li> </ul>	
<b>Important Limitations</b>	<ul style="list-style-type: none"> <li>This service will not work if there is an interruption to your internet connection and/or power. That includes dialling emergency numbers (000).</li> <li>CLID over-stamping is available for registered and verified numbers only</li> </ul>	
<b>Important Qualifications</b>	To use the service you will need business grade internet access connection and a modem/router. You will also require a phone system that is configured for SIP Trunks. You may require your phone system provider to enable the phone system for SIP Trunks.	
<b>Important Recommendations</b>	Telequip recommends that this service is only used on a dedicated NBN Internet connection capable of supporting the bandwidth required for 2 concurrent calls..	

#### 2. PRICING

All Prices include GST	
<b>Installation Charges</b>	<b>\$120.00</b>
<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>\$70.00</b>	
<b>Maximum Monthly Charges</b>	N/A	
<b>Common Call Charges</b>	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 <a href="http://www.telequip.net/pdfs/International-Call-Charges.pdf">www.telequip.net/pdfs/International-Call-Charges.pdf</a>
	1800 / Emergency 000	Free
	1223	\$0.70 per call untimed
	1225	\$2.20 per call untimed
<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.	
<b>Expansion Options</b>	<ul style="list-style-type: none"> <li>You can extend your TQMS   SIP capacity by purchasing additional channels. Cost for 1 additional concurrent call is \$30.00 installation fee and \$30.00 monthly charges.</li> <li>You can get a 100 number Direct in-Dial range with this service. Monthly charges per 100 number range are \$ 66.00 per month with \$0 setup charges.</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>	<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>Charges for part of the month from when the service was activated until the end of the billing period</li> <li>The minimum monthly charge in advance for the next billing period</li> <li>Installation charges</li> <li>Any additional charges for non-recurrent items</li> <li>Call charges for calls made during the billing period</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>	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>