

## CRITICAL INFORMATION SUMMARY

### TELEQUIP MANAGED SERVICES | SIP: XLARGE

#### 1. SERVICE INFORMATION

<b>Service Description</b>	TQMS   SIP provides business grade voice services over the Internet. It allows a minimum of 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>	36 Months	
<b>Hardware Inclusions</b>	None	
<b>Functionality Inclusions</b>	Number of concurrent calls ("lines") Calls between users, Calls to TQMS customers Local / national Australian mobiles 13 / 1300 Direct in-Dial numbers Number presented on outbound calls Incoming Only line	As per order, minimum is 1 Included Included Included Included 1 Included Excludes outgoing call capability
<b>Installation Inclusions</b>	Remote data collection User training	
<b>Service Inclusions</b>	Remote and onsite support for network faults (Mon-Fri, 8:00 am – 5:00 pm AEST, excluding public holidays) Response time for Major Network Faults is 4 hours, Minor Faults is within 24 hours.	
<b>Exclusions</b>	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.	
<b>Important Limitations</b>	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.	
<b>Important Qualifications</b>	To use the service you will need business grade internet access connection and a modem/router. If using a remote phone or softphone, you will need to ensure that your Third Party ISP Connection is not restricted to a single ISP for SIP protocols.	
<b>Important Recommendations</b>	Telequip recommends that this service is only used on an Unrestricted NBN Internet connection.	
<b>Other Information</b>	Your call usage information will be attached to your monthly phone bill.	

#### 2. PRICING

All Prices include GST		
<b>Installation Charges</b>	\$180.00 + \$30.00 per additional concurrent call. For Deployment outside of 4870 a travel charge of \$34.00 per 15 minute block is charged.	
<b>Minimum Monthly Charges</b>	<b>Incoming/Outgoing Concurrent Calls</b> 1 x Concurrent Call (Incoming & Outgoing) 1 x Incoming Only Line <b>Additional Concurrent Call Charge</b> 1 x Additional Concurrent Call Incoming & Outgoing 1 x Additional DID Number 100 Number DID Range	<b>Price per Month</b> \$49.50 \$11.00 <b>Price per Month</b> \$49.50 \$5.00 \$66.00
<b>Common Call Charges</b>	International  1800 / Emergency 000 1223 1225	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> Free \$0.70 per call untimed \$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>Number Porting</b>	Single Numbers being ported from another provider attracts a once off fee of \$110.00 Inc GST and are deemed a simple port. Multiple numbers (Including DID Number Ranges) will attract a once off fee of \$330.00 and are deemed a Complex Port.	
<b>Expansion Options</b>	You can extend your concurrent call capacity by purchasing additional channels. Cost for 1 additional concurrent call is \$68.00 setup fee and \$49.50.00 monthly charges. 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.	

<b>Maximum Early Termination Charges</b>	If the contract is terminated at any stage after the order is submitted including before the end of the 36 months period, early termination fees are applicable based on the monthly minimum fees as per your proposal times the number of months remaining on the contract term.
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### 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>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>	<p>Our customer service can be contacted on</p> <ul style="list-style-type: none"> <li>• 07 4047 7007 (phone)</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. 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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