

CRITICAL INFORMATION SUMMARY

TELEQUIP MANAGED SERVICES | 1800 NUMBER

1. SERVICE INFORMATION

Service Description	TQMS 1800 Number service provides 1 x 1800 number that will be delivered via a TQMS number, i.e. hosted number or TQMS Fixed Line.
Minimum Term	No minimum term
Hardware Inclusions	None
Installation Inclusions	<ul style="list-style-type: none"> Remote initial configuration of service
Service Inclusions	<ul style="list-style-type: none"> 1 x 1800 number pointed to <u>one</u> TQMS answering point phone number Remote and onsite support for faults (Mon-Fri, 8:00 am – 5:00 pm, excluding public holidays)
Exclusions	<ul style="list-style-type: none"> Inbound Call Reporting Non TQMS numbers cannot be configured as an answering point for this service

2. PRICING

All Prices excluding GST		
Setup Charges	<p>\$60.00</p> <p>This includes setting up your 1800 number and pointing it to one answering point number.</p>	
Travel Charges	N/A	
Minimum Monthly Charges	\$25.00	
Maximum Monthly Charges	N/A	
Common Call Charges	Inbound charges for calls from Australian fixed or mobile numbers	\$9c per minute billed in minute increments
	Inbound charges for calls from international numbers	\$15c per minute billed in minute increments
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. If you need to set up more than one answering point or require configuration of a call flow (e.g. different answering points per day of the week, time of day, etc.) additional charges will apply.	

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"> 1. Charges for part of the month from when the service was activated until the end of the billing period 2. The minimum monthly charge in advance for the next billing period 3. Installation charges 4. Any additional charges for non-recurrent items 5. 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>