

CRITICAL INFORMATION SUMMARY

HOSTED VOICE VALUE BUNDLE

INFORMATION ABOUT THE SERVICE

Your plan is for a post-paid YourHostedPBX Hosted Voice Service. It gives you access to our network, phone number/s, and lets you make and receive calls.

In order to access the Service, you will need a dedicated Internet connection, such as NBN, Ethernet or ADSL2+. That connection may be with MTS or with another service provider.

You may need extra hardware depending on your requirements such as a compatible router or switch.

You may need your own maintainer or electrician to perform internal wiring at your premises, including the installation of data ports.

This plan does not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features.

MINIMUM TERM

The minimum contract term is 24 months.

WHAT'S INCLUDED AND EXCLUDED

INCLUDED VALUE	1 SIP Trunk, 1 DID number. All standard local, national and mobile calls within Australia are included in your monthly charge.
EXCLUDED VALUE	Additional charges apply for any additional hardware we supply. Additional charges apply for all other call types.

INFORMATION ABOUT PRICING

PBX Lines	MINIMUM MONTHLY CHARGE	MINIMUM CHARGE FOR ENTIRE TERM Excl. one-off fees	MAXIMUM CHARGE FOR EARLY TERMINATION
1 Channel	\$65.95	\$1582.68	\$132.00
LOCAL CALLS	Included		
STANDARD NATIONAL CALLS	Included		
STANDARD MOBILE CALLS	Included		
13/1300 NUMBERS	44c per call		

CALL CHARGES FOR INTERNATIONAL NUMBERS

To obtain our international rates please contact us on 1300 778 390 Option 1, or email support@managedtelco.com.

STANDARD CHARGE SUMMARY

Local Call	A 2-minute call to a local number will cost \$0
Standard National Call	A 2-minute call to a standard national number within Australia will cost \$0
Standard Mobile Call	A 2-minute call to any standard mobile within Australia will cost \$0

CONNECTION CHARGES

Connection fees apply as outlined below.

If you would like to move your current phone number/s to SIP Trunks, then they will need to be ported and will incur porting charges as outlined below.

Hosted Voice Set-Up Fee. One-off per account.	\$22.00
Porting Fee - Single Number, business hours only. One-off per number.	\$22.00
Porting Fee - Multiple Numbers, business hours only. One-off.	Quotable upon application

EARLY TERMINATION

The early termination fee is calculated as the number of months remaining in contract x \$5.50.

BILLING

We will bill you in advance for the minimum monthly charge and in arrears for excess charges, on the 28th of each month. All bills are payable by direct debit from your nominated bank account or credit card on the 15th of the following month.

If you elect to receive your invoices by post an additional \$3.75 charge is included per month per invoice. Emailed invoices are free.

Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month. It will include any applicable one-off fees.

DIRECTORY INFORMATION

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

OTHER INFORMATION

CALL USAGE

Usage information is available online. Contact us first to arrange your login on 1300 778 390 Option 1, fax us on 03 4400 9112, or email us support@managedtelco.com.

CALL SETTINGS

Self-care portal access to manage voicemail/call settings/call forwarding.

CUSTOMER SERVICE

If you have any questions, just call us on 1300 778 390 Option 1, or email support@managedtelco.com.

Or you can visit us at www.managedtelco.com.

COMPLAINTS

If you have any concerns or complaints, you can access our complaints resolution process [HERE](#)

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

Please note: This is a summary only – the full legal terms of your service are contained in your agreement with MTS.

All rates quoted are inc GST.

