

# Lift Gateway Bundle

## Critical Information Summary

### Information about the service

#### The Service:

Our Lift Gateway Bundle SIM post-paid service offers a backup mobile communication service for building lifts.

#### Bundling:

You must have a dedicated lift gateway hardware device for this service to work. The monthly charge includes service charge and calls.

#### Mandatory components:

You will need a lift gateway device for this service to work. The monthly charge does not include the cost for the gateway device, but you may purchase one from us at an additional cost. Please contact us for further information.

#### Minimum term:

The minimum term of this service is one month – this is a month-to-month service. If you wish to change plans, your change will be queued to your monthly anniversary date of activation.

All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

### Information about pricing

#### Minimum monthly charge:

Please refer to the table below for pricing information.

#### Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### Unit Pricing Information:

Please refer to the table below for unit pricing information.

#### Important conditions:

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

PLAN: MOBILE LIFT GATEWAY DEVICE BUNDLE

Monthly Plans	Monthly Access Fee	Maximum Charge for Early Termination	Data Included	Line Fee	Local Calls	National Calls	Mobile Calls	Gateway Device
Lift Gateway Dual SIM Plan	\$70.00	\$70.00	1,000 GB	Included	Included	Included	Included	\$814.00

### Other information

#### Usage information:

You can monitor your usage at [www.managedtelco.com.au](http://www.managedtelco.com.au)

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 778 390 or by sending an email to [support@managedtelco.com](mailto:support@managedtelco.com) if you have any questions, would like to give feedback or complain.

#### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of October 2016

Ph: 1300 778 390

[www.managedtelco.com](http://www.managedtelco.com)