



## CRITICAL INFORMATION SUMMARY – SIP TRUNK 2 LINE MAX

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

### INFORMATION ABOUT THE SERVICE

Your plan sets out the pricing that applies when you make and receive calls on your Digital Voice Service.

#### SERVICE DESCRIPTION

You Best Telecom SIP Trunk 2 Line Max service is a business grade Digital Voice service that allows you to make and receive concurrent calls over an ADSL broadband connection. The Best Telecom SIP Trunk Service can provide your business with a low cost phone service allowing for every staff member in your office to have a direct in dial number without the expensive line rental costs.

#### SERVICE REQUIREMENTS

You will require a broadband Internet service speed of 8192/384 kbps or greater although for the best quality a Best Telecom ADSL2+ service is recommended. You will also require suitable hardware. Our team can provide you with information regarding the most suitable hardware solution for your needs.

#### MINIMUM TERM

12, 24, 36, 48 or 60 months

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY CHARGE

\$121.50

#### KEY DETAILS

Your Monthly Access Fee and number block package allows a direct phone number for every staff member – without the need to pay a line rental on every phone, extension dialling and unlimited on network (Best Telecom to Best Telecom) calls. Choose the number block package to suit your needs with each additional 10 number block charged at \$3.50 per month. Other calls, optional Value Added Services and any equipment that may be required to operate your service are charged in addition to your Minimum Monthly Charge.

#### WHAT'S NOT INCLUDED

Your Digital Voice Plan includes calls to local, national, long distance, mobiles within Australia and 13/1300 numbers. International calls not included in the 8 countries listed below and premium service numbers. Charges to these services will apply and are outlined below. Digital Voice plans require an internet connection which customers can source from Best Telecom or separately. You will require a Digital Voice enabled ADSL modem (along with a handset) to connect your Digital Voice service. Best Telecom can sell you a suitable device at additional cost. Alternatively, if your modem isn't Digital Voice enabled, you can purchase a Digital Voice adapter (ATA) from Best Telecom.

#### CALL RATES IN AUSTRALIA

These are the call charges on your Digital Voice Plan:

CALL TYPE	CHARGE
Local Calls	\$0.00 per call
National & Long Distance Calls	\$0.00 per call
Mobile Calls	\$0.00 per call
13/1300 Calls	\$0.00 per call
International calls	Connection fee \$0.00 plus the per minute block rate for all VoIP international call rates, International included calls available to 8 Destinations – USA, Canada, UK, France, Germany, Spain (excluding Canary Islands), Netherlands & Ireland, all other rates are per <a href="http://www.besttelecom.group">www.besttelecom.group</a>
Additional concurrent call packages	\$59 per concurrent call per month

#### SETUP FEES

No setup fees are charged with Best Telecom Digital Voice Services.

#### EARLY TERMINATION CHARGE AND OTHER CHARGES

You can cancel your plan at any time, although you need to provide us with a minimum of one month's advance notice. If you fail to provide us with this notice, we will bill you in lieu of providing one month's notice, except where there is a fixed term contract in place, an Early Termination Charge (ETC) will apply. This is your minimum monthly charge multiplied by the remaining months of your contract. i.e. if you still had 6 months remaining the ETC would be 6 x \$121.50 total \$729.00.



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### ACT CUSTOMERS

If your telephone line is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Minimum Monthly Charge. We charge this based on the number of services you have in the ACT Government area.

### OTHER CHARGES

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

### OTHER INFORMATION

#### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your Digital Voice Service on the date you ask for but this might not always be possible.

If there is a working internet service at your premises we can normally connect your VoIP service within 24 hours, a minimum of 8192/384 speed is required. If you do not have a working internet service then the VoIP connection can only be done once a working internet service is available.

#### MANAGE YOUR SERVICE ONLINE VIA OUR MEMBERS AREA

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. With Online Bill Reporting, you'll be able to organise and check your billing information at <http://client.besttelecom.group> – great for budgeting and end of financial year reporting. To register, please call us on 1800-792-151.

#### BILLING

The pricing in this Critical Information Summary are for a full billing cycle but 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 – refer to the **'Important information about your first bill'** section below for more information.

#### Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include the appropriate proportion of your minimum monthly charge based on the number of days left in the billing period.

To opt into receiving electronic billing, request an email bill and/or set up direct debit please call us on 1800-792-151.

#### WE ARE HERE TO HELP

If you have questions about your bill, technical support service or connection, please call us on 1800-792-151.

#### Complaints or disputes

If you need to make a complaint you can:

- call 1800-792-151
- call your account representative if you have one
- visit [www.besttelecom.group](http://www.besttelecom.group)

#### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at <http://www.tio.com.au/about-us/contact-us>

This is a summary only – the full legal terms for this plan are available at [www.besttelecom.group](http://www.besttelecom.group)