IP Voice Multi-Line (24 Month)

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **IP Voice Multi-Line** service and plan. It covers things like the length of your contract and how much you need to pay each month.

In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL2+. You will also need an IP enabled handsets and may need extra hardware depending on your requirements e.g. router and switches.

Your solution will be fully supported from end to end only if the service is accessed with hardware supplied or approved by us, using a broadband ADSL2+ or other internet service supplied by Telair to our specifications.

MINIMUM TERM

The minimum term of the plan is **24 months**.

WHAT'S INCLUDED AND EXCLUDED?

The following charges apply for your calls:

• **Calls to Local Numbers: 10c per call**
• **Calls to National Numbers: 8c per minute**
• **Calls to Mobile Numbers: 18c per minute**
• **Calls to 13/1300 Numbers: 30c per call**

Timed calls are charged in 30 second increments.

CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers.
Calls are charged per minute block. For all international call rates, see www.telair.com.au.

Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee, these charges are also outside of our control as they are set by the content provider.

INFORMATION ABOUT PRICING

Your **IP Voice Multi-Line** system plan has a minimum monthly access fee of $10 per month, per channel, with a minimum of 2 channels required. All pricing quoted includes GST.

Taking the above into account, the minimum amount you'll pay over the 24 month term is $480 + $150 Setup.

CONNECTION CHARGES

Depending on your requested configuration, the following connection charges may apply:

• **Setup Fee - $150 - Mandatory**
• **Handset provisioning per handset, expansion module and/or cordless base station - $39 - Optional**
• **On-Site rollout - Price on Application - Optional**

If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported. Port charges are priced on application.

EARLY TERMINATION

If you cancel your service or it is disconnected within the 24 month term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee multiplied by the months remaining in your contract term and any hardware subsidy amounts received.

OTHER INFORMATION

CONNECTION TIMEFRAMES

Due to the complexity with this product and the steps involved with setting up and configuring the system and various attached devices, the minimum connection timeframe is usually 5 business days from the date we accept your application.

Porting single numbers is usually a four to six week turn around (or four to eight weeks for complex ports), however, these are requested once the application form is accepted and this timeframe is in tandem with the setup, configuration and rollout of any systems and hardware.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. 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.

WE'RE HERE TO HELP

If you have any questions, just call us on 1800 835 247 so we can serve you better. You can also visit us at www.telair.com.au for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at http://www.telair.com.au/policies.html

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

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