



## **INNONET**

### **Critical Information Summary**

#### **Mandatory components:**

VoIP is an internet telephony. The availability and quality of the service may differ from a standard telephone. INNONET only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about INNONET's VoIP services and the Waiver for the Customer Service Guarantee is available at [www.innonet.com.au/legal](http://www.innonet.com.au/legal).

You must maintain a broadband internet connection of at least 128k/128k speed per VOIP line and a power supply. Your internet connection should be uncongested and you need 128kpbs speed uplink and download speed at all times.

Cloud PBX may not be appropriate if you require an uninterrupted phone service with access to emergency number 000. As this service will not work in the event of power failure. however, you should not regard any VoIP service as a reliable service in an emergency. Priority Assistance is not available on this service.

VoIP services are not recommended if you/another business/residential.

#### **Important conditions:**

- Customer need to recharge the prepaid account for making outbound calls.
- Support fee is not included into monthly fees and charged on top of plan only if required. No hardware is supplied by default.
- If customer need more lines (concurrent calls) than the plan contains customer need to order more lines. Every extra line will cost the extra AUD 10 per line per month added to monthly access fee. Every line will come with 1 phone extension.
- Extra AU DID number will cost \$5 per month.

#### **Early termination charges**

There are no early termination charges as cloud PBX service under this offer are delivered as a prepaid basis.

#### **Telephone Equipment**

INNONET does NOT provide support for phones purchased from other vendors because we cannot guarantee either the operation of these phones or their compatibility with our network. We offer a range of telephone equipment for purchase. These phones are NOT network locked.

#### **Basic Inclusion**

- Basic telephone service –
- To be able to make and receive calls. ·
- Features (e.g. Call Forwarding and Voicemail options.) ·
- One Australian landline number DID (Direct in Dial Number). ·
- Online portal for you to configure and manage your service.

## Pricing

Plan Name & Details	Monthly Access Cloud PBX Fee	Outgoing Call Charges	Total Minimum Cost (Based up on 12 month)
<p><b>5-Line-CPBX</b></p> <ul style="list-style-type: none"> <li>• Connects 5 phones</li> <li>• Up to 5 concurrent calls</li> <li>• Include Up to 5 AU numbers</li> </ul>	AUD 49	<p>Local/National \$0.108 per call</p> <p>Mobile-\$0.138 per minute,</p> <p>1300/1800 \$0.328 per call</p>	AUD 588
<p><b>10-Line-CPBX</b></p> <ul style="list-style-type: none"> <li>• Connects 10 phones</li> <li>• Up to 10 concurrent calls</li> <li>• Include Up to 10 AU numbers</li> </ul>	AUD 99	<p>Local/National \$0.108 per call</p> <p>Mobile-\$0.138 per minute,</p> <p>1300/1800 \$0.328 per call</p>	AUD 1188

All charges given above are Ex. GST

## Exclusions

- Additional charges may apply for configuration of ADD ONs or advanced features such as Recording, Visual Voicemail, Fax to email, Ring Groups, Auto Attendants etc. and for adding additional DID Numbers.
- Configuration of IP Phone is excluded and separately charged.
- Remote telephone support to configure any features is excluded and will be charged extra @ \$90 per hour.
- Onsite Installation of service is excluded and separately will be charged at \$120 per hour + onsite call out fee \$199.
- Professional services like training, consulting, project management & engineering are excluded. Please ask for separate quote for any scope of work.
- Number porting charges apply if you want to transfer an existing phone number to Cloud PBX.

### **International Calls**

Outgoing international calls are charged in 60 second increments. International access is provided on request and rates are subject to change without any notice. Please ask latest international rate sheet by emailing at [support@innonet.com.au](mailto:support@innonet.com.au).

### **Usage information:**

You can check your outgoing call usage by login to your account at <https://sip.voicrecx.com.au/billing/images/callc/login?id=vg96OhK7e6>

### **Enquires, feedback, complaints & dispute resolution:**

We are committed to providing you with excellent customer service. Please contact us by calling 1300 164 837, by sending an email to [support@innonet.com.au](mailto:support@innonet.com.au) 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 CIS is a summary only. Please contact INNONET for further information or visit our website [www.INNONET.com.au](http://www.INNONET.com.au) for full Terms and Conditions.

This summary valid as of November 2019.



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