



CRITICAL INFORMATION SUMMARY

HOSTED VOICE PAYG

July 2018

HOSTED VOICE: PAYG

Critical Information Summary

Information about the service

The Service:

Hosted Voice is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Reach Telecom or by another service provider.

Bundling

In order to access the Service, you [may] need a dedicated or shared fixed line broadband Internet connection, such as ADSL 2+, NBN, SHDSL or Fibre service.

Mandatory components

You will need a broadband modem for the service to work. We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

Minimum Term

The service is available with no minimum term, 12, 24 or 36 month terms.

Important conditions

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. Additional fees apply. Reach Telecom plans do 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.

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.

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. Fair Use Policy applies.

PAYG PLAN

Plan	Price (Monthly)	Setup Charge (Contract months)			Inclusions	Exclusions
		12	24	36		
Hosted Voice Per Account (PAYG)	\$19.00	\$99.00	\$99.00	\$99.00	<ul style="list-style-type: none"> Hosted Voice Account setup fee* 	<ul style="list-style-type: none"> DIDs Unlimited standard, local, national calls and calls to mobiles Calls to 13/1300/1800 numbers and calls to international destinations**

All prices quoted are exclusive of GST.

**For international calls rates visit https://www.reachtelecom.com.au/files/SIP_International_Call_rates.pdf

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Information about pricing

Minimum monthly charge:

Please refer to table on first page for pricing information.

Maximum monthly charge:

The maximum monthly charge depends on usage levels.

Early termination charges:

If you cancel your service prior to the end of your contract term, you must give us 30 days' notice, and you will incur an Early Termination Fee (ETF) equal to the sum of remaining months on your contract.

Voice call rates

	Flagfall	Cost per minute*
Local	No charge	10c per minute
National	No charge	10c per minute
Fixed to Mobile	No charge	20c per minute
Calls to 13/1300	No charge	36c per call
International Rates	https://www.reachtelecom.com.au/files/SIP_International_Call_rates.pdf	

Prices are Ex GST

**Per minute rates are charged per second increments*

Other information

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 073 224 or by sending an email to info@reachtelecom.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 is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of April 2018.