



**Critical Information Summary
Business Plan 10 DID**

Information about the Service

Description of the Service	Applied VoIP service allows your business to make cheap phone calls using your Toshiba Business Phone System and fast speed broadband connection, rather than using traditional phone lines.
Hardware	Applied VoIP services are supplied exclusively for connection to Toshiba CIX, IPedge and Toshiba hosted IP PABX business phone systems. The hardware is not supplied as part of this plan. Please contact Applied VoIP on (02) 8014.9696 to arrange for a dealer to quote you on your system requirements.
Minimum Term	One month. No lock in contracts. 30 Days written notice is required to cancel your service.
Offer Inclusions	<ul style="list-style-type: none"> • No flagfall / call connection fees • 10 local phone number (DID numbers available throughout Australia) • Untimed calls to any landline in Australia, NO STD charges • Unlimited free Applied VoIP to Applied VoIP calls • Incoming and outgoing calling number display • No lock-in contract required (30 days written notice is all that is required for cancellation of this service) • Voicemail and call forwarding available at additional cost
Offer Exclusions	Priority Assistance (For people diagnosed with a life threatening medical condition)
Important limitations	This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers 000.
Important restrictions	<p>The following cannot be called from this service:</p> <ol style="list-style-type: none"> 1. Australian Premium Rate Numbers ie 190x 2. High risk international destinations 3. Some operator assisted numbers and special service numbers 4. The number of concurrent calls you can make is dependent on the PBX installed on your premises and is limited by <ul style="list-style-type: none"> • The capacity of your broadband service • The number of SIP Trunk(VoIP line) licenses you have ordered on the Toshiba CIX or IPedge hardware you have installed. • The number of concurrent calls you can make on our hosted service is limited by the number of VoIP lines you order.
Important Qualifications	To use this service you will need a Toshiba Business Phone system, a high speed internet connection and a modem/router, these items are not included in the pricing. Please contact Applied VoIP for your nearest Dealer.
Important Recommendations	Ideally we recommend a dedicated internet service for your Applied VoIP traffic. This will help to ensure that basic internet activity such as web browsing and the downloading of emails does not affect the quality of your phone calls. We recommend that you use a business grade ADSL2+ or EFM broadband service. When it comes to broadband speed some providers offer a more consistent, and better quality services than others. To see how your broadband service compares, test yours when net usage is highest, at sites like Speedtest.net http://www.speedtest.net/



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Information about Pricing (Excluding GST)

Set up Fees	\$50.00 + GST
No Early Termination Fee	Because Applied VoIP services does not lock you into a contract (30 days written notice is all that is required for cancellation of this service).
Minimum Monthly Charge	\$50.00 + GST initial set-up cost \$27.50 plus the cost of calls.

Common Call Charges (Excluding GST)

Local/National	10c per call untimed
Applied VoIP to Applied VoIP	Free
Australian Mobile	17c per minute (charged in 30 second increments after the first minute) ie a 2 min mobile call is 34c ex GST
International	from 1.4c p/min see the call rates page for more information

Billing Information

You will receive your monthly invoice/statement on the 1st of each month via email. The direct debit will be taken from your nominated account between 10-12th of the month. Your account fee is paid in advance (pro-rated for the first month) and phone calls are paid in arrears. For an example of our invoice and call charges, please visit our website on www.appliedvoip.com.au [Sample Invoice](#).

If you want to obtain records of your previous bills from us, or view your current spend to verify that charges to be billed to you are correct, you can access our customer portal at: <http://billing.appliedvoip.com.au> If you want to access bills which are more than 24 months old, there may be an additional charge.

Other Information

Customer Service	If you have any questions regarding your plan, technical support or service please call us on (02) 8014.9696 or email admin@appliedvoip.com.au
Complaints or Disputes Process	If you have a problem or complaint about your service please call us on (02) 8014.9696 or download Our Complaint Handling Policy at: complaint handling policy .
TIO Contact details	If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at www.tio.com.au