



POWERFUL COMMUNICATIONS, SIMPLY

## Critical Information Summary

### ConnectTel vPBX Phone System

ConnectTel Business SIP is a voice telephony service that is supplied over your internet service. The internet service may be supplied by ConnectTel or by another service provider.

#### Requirements & Availability

Connect Tel SIP Voice requires fixed broadband service and each call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

#### Included Features

ConnectTel Subscription plans may include handset rental, a direct-in-dial geographic number (DID number), unlimited standard local and national calls, unlimited standard calls to Australian mobiles as well as a range of included features such as voicemail-to-email & mobile softphone client.

#### Minimum Service Term

ConnectTel vPBX services are supplied on a term specified in your service order form. Customers are permitted to terminate the service by giving 90 days notice. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract.

#### Exclusions / Not Support

ConnectTel vPBX does not include calls to 13 and 1300 numbers. 13/1300 calls are billed at 33c per call. ConnectTel vPBX does not support 19/1900 number 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. ConnectTel vPBX is not available for telemarketing, call centre function and similar uses, a fair use policy applies.



POWERFUL COMMUNICATIONS, SIMPLY

## Support & Maintenance

ConnectTel vPBX Subscriptions includes;

- vPBX software hosting & vPBX Software Assurance
- Business Hours remote support (8.30am – 5pm Monday to Friday). Onsite fault diagnosis is chargeable at standard fee for service rates of \$150 ex GST per hour plus travel if applicable
- Response time 2 hour critical, 6 hour non critical
- Next Business Day Faulty Handset replacement

## Hardware Warranty

All new equipment is covered by 12 warranty from the time of installation

## Number Porting

Number porting is available to vPBX Platform. Please complete the ConnectTel number porting application. Additional charges may apply for complex ports. Please note your current carrier may charge a fee to port your services away.

## Cancellation of previous carrier services

It is the customer responsibility to contact their previous carrier to ensure they are no longer billing for ported services.

## Customer Service Guarantee (CSG) Waiver

The customer acknowledges the following CSG Waiver applies to their voice services.

## Customer Service Guarantee Waiver

---

### 1.1 ConnectTel SIP Voice and CSG

As the Voice Service is supplied over the internet and is dependent on the network performance, ConnectTel is unwilling to supply the Service and be subject to liability for compensation under the CSG, whether directly to Your End User or to You, whether under section 118A of the Telecommunications (Consumer Protection and Service Standards) Act, 1999 or under the CSG Standard. Accordingly, ConnectTel requires that You waive all rights that You may have to claim against ConnectTel for compensation under the CSG and that you forego any rights You may have under section 118A of the Telecommunications (Consumer Protection and Service Standards) Act, 1999.

### 1.2 Waiver

- (a) You confirm that You agree to waive all rights and protections under the CSG and that You may not make a claim against ConnectTel for compensation under the CSG in connection with the SIP Services, whenever ordered and including under section 118A of the Telecommunications (Consumer Protection and Service Standards) Act, 1999.



POWERFUL COMMUNICATIONS, SIMPLY

## ConnectTel Customer Support

We take pride in our customer service and are here to help. For all queries please pick up the phone and call our friendly support team or lodge a request via email.

Email: [support@connecttel.com.au](mailto:support@connecttel.com.au)

Phone: 1300 780 433

### **What should I do if I have a complaint?**

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us).