



**TBS Tactical Business SIP Critical Information Summary**

Business SIP	Cost	Standard talk National & Mobile	Calling international	Plan ID
Tactical Business Sip (Unlimited)	\$35	Unlimited	PAYG	890683
Calls to 13 numbers in Australia		30c per call		
Hosting single number	\$4			892444
Hosting 100 number Indial Range Monthly	\$55			892443

**Critical Information Summary : Tactical Business SIP \$35**

**Description about the service:**

This is an IP based voice telephony service that requires a gateway connection at a customer's premise. This may be supplied by Trusted Business Solutions and require an independent technician to implement. The calls are supplied over a fixed broadband internet service and a wired Ethernet port that can be used to make national and International calls. No handset is included with this plan.

**Minimum monthly charge payable:** \$35 per channel per month

**Maximum charge for early termination:** \$420

**Minimum term applicable:** 12 months

The internet service may be supplied by any service provider. Each call requires a minimum bandwidth of 100kbps of uncongested upstream and downstream for optimal quality. Call quality may be affected by the internet connection, firewall, hardware or other matters outside the control of Trusted Business Solutions.

Whilst 000 calls can be made most services connected to the NBN network won't work during a power outage. This means you won't be able to call 000 in a power outage. It's a good idea to have another way of contacting 000 in a power outage, such as a charged mobile phone. Calls to 1900, back to base alarms, fax services and EFTPOS systems cannot be used with the voice IP Voice service.

**Mandatory components:**

It is required that a preconfigured ATA adaptor is purchased and supplied by Trusted Business Solutions, or an IP card adaptor as supplied by the phone system maintainer, for the service to be connected to the Unlimited \$35 plan.

**Direct Debit is required before shipment of hardware:**

Trusted Business Solutions reserves the right to credit check customers before approval and acceptance of an application for new services. The customer Direct debit payments of bills are deducted 4 days after your email bill is issued.





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**IMPORTANT CONDITIONS:**

**The monthly plan fees include:**

a phone number, all local/national/calls to Australian mobile calls. This plan is not available for telemarketing, call centre function or other similar uses.

**Additional charges:**

Porting in \$30 per number or \$130 per 100 indial range plus \$55 per month hosting of a ported indial range. International calls are charged in 1-minute blocks. Calls to 13/1300 30c per call. International calls are pay as you go.

**Early termination charges:**

If you cancel the service before the end of the contract term of 12 months, a fee of 100% of the monthly rental, times the remaining months of the contract will be payable to Trusted Business Solutions. At the end of 12 months, the Trusted Business Solutions monthly charges will continue at the same rate.

**Fair Go Policy:**

You must comply with our Fair Go Policy and not use your service in a way that is unreasonable, unacceptable, or fraudulent, including by causing significant congestion to our network. We may take steps to monitor and ensure compliance with this policy, including by suspending or cancelling your service.

**Customer Service:**





If you need assistance visit Contact - Trusted Business Solutions for information on how to get in touch with our customer service experts.

**Usage Information:**

Up to date usage of the service can be obtained at 'My account' at [www.trustedbiz.com.au](http://www.trustedbiz.com.au) or contacting customer service on 1300799897 or emailing [accounts@trustedbiz.com.au](mailto:accounts@trustedbiz.com.au)

 **1300 799 897**



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## INFORMATION ABOUT PRICING

### How are payments made?

Automatic payments via credit, debit or charge card are required for these plans.

### When are payments made?

You will be automatically charged via your selected credit, debit, or charge card at the start of each payment cycle for recurring charges. You can view your Invoices and payment method at any time by visiting My Account.

## OTHER INFORMATION

### Cancelling your plan

You can cancel your plan at any time by notifying us. You will not receive a refund of charges paid in advance for the remainder of your payment cycle, unless otherwise set out in our agreement.

### Changing your plan

We may make changes to your plan, including to the price or inclusions. This could include moving you to a new plan, which may cost more. We'll give at least 30 days' notice of any increase to monthly plan access fees, any decrease in data inclusions or any plan moves. If you don't like the change, you can choose a new plan (once per payment cycle) or cancel (see Cancelling your plan). You can change to another eligible plan once per payment cycle or cancel at any time (see Cancelling your plan).





### Customer Complaints:

You can contact our complaint resolution area by calling us on 1300799897. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058 or online <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact us for further information or visit our website [www.trustedbiz.com.au](http://www.trustedbiz.com.au)

 **1300 799 897**



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