



TBS TACTICAL IP VOICE CRITICAL INFORMATION SUMMARY

TBS Hosted PBX Plans

Monthly support Small Business Fee	\$55			744649
Hosted PBX	Cost	Standard talk National and Mobile	Calling international	Plan ID
Tactical OnCloud PBX Extension Plan Unlimited	\$27.50	Unlimited	PAYG	890685
or Bundle with IP handset	\$55	Unlimited	PAYG	890685
Tactical OnCloud PBX Extension Plan Unlimited Softphone Only	\$20	Unlimited	PAYG	890685
Calls to 13 numbers in Australia		30c per call		
Hosting single number	\$4			892444
Hosting 100 number Indial Range Monthly	\$55			892443

Tactical OnCloud PBX Extension Inclusions:

- Select an IP handset of your choice.
- Local/National calls
- Calls to Mobiles
- Hosted PBX (Phone System)
- Hunt Group
- Voicemail to Email



Description about this service.

This is an IP based voice telephony service that is 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 supplied with this plan.





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Minimum Monthly Charge Payable:

\$27.50 per extension/handset per month

Maximum Charge for Early Termination:

\$990 Minimum term applicable: 36 months or if Handset bundle is chosen then \$1980.00. The internet service may be supplied by any service provider. Each handset extension 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 handsets are purchased and supplied by Trusted Business Solutions for the OnCloud \$27.50 plan.

Direct Debit is required before shipment of phones:

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.

IMPORTANT CONDITIONS:

The Monthly Plan Fees Include:

a phone number, all local/national/calls to Australian mobile calls, voice mail to email, programming of all standard features of our hosted PBX and one hunt group. If the Trusted Business Solutions Phone mobile app is selected to couple with a handset, an additional \$5 per month is charged commencing after 6 months of activation. This plan is not available for telemarketing, call centre function or other similar uses.

Additional Charges:





Each additional hunt group/IVR \$5 per month, complex programming (more than one IVR or Huntgroup) \$10 per handset, 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. See appendix 1.

Early Termination Charges:

If you cancel the service before the end of the contract term of 12 months, a fee of 50% 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.

 **1300 799 897**



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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.

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.

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).

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