

## Critical Information Summary

Internet Calling			
<b>Service Description</b>	The Service allows you to make a receive calls using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN). This is called Voice over IP (VoIP). This Service is provided through a SIP capable phone system (PBX) or a SIP capable gateway.		
<b>Minimum term(s)</b>		24 months	1 month
<b>Setup Fees (once off charge incl GST)</b>		\$ 0	\$ 27.50 per extension
<b>Minimum Monthly Charge (incl GST)</b>	<b>Plan Name</b>	<b>Minimum Monthly Charge</b>	
	Internet Calling-PAYG	\$ 10 per channel	
	Internet Calling-Unlimited	\$ 30 per channel	
<b>What is included</b>		<b>Internet Calling-PAYG</b>	<b>Internet CallingUnlimited</b>
	Calls to standard Australian landline, mobile numbers and 13/1300/1800 numbers	-	unlimited
	1 Australian Direct in Dial (DID) number per channel	✓	✓
	1 active phone call per channel at a time	✓	✓
<b>Maximum Early Termination Charges</b>	If you cancel your service within a contract period, you will be charged an Early Termination Charge of \$119 (including GST). Where you are on a 1-month service, if you cancel your service before the end of a billing period, Connexus will not credit you for any unused days remaining in your current billing period.		

Information about Pricing (All prices include GST)		
	Internet Calling-PAYG	Internet Calling-Unlimited
<b>Calls to Australian landline</b>	7.7¢ per call	included
<b>Calls to Australian mobile</b>	22¢ per minute	included
<b>Calls to 13/1300</b>	33¢ per call	included
<b>Calls to 1800</b>	included	included
<b>International Calls</b>	The cost of making an international call starts from 0.26¢ per second. Calls are charged on a per second basis. See all international calling rates on our website <a href="https://www.connexus.com.au/rates">https://www.connexus.com.au/rates</a>	
<b>Other pricing information</b>	<b>Number porting charges</b> You can choose to bring your phone number over from another provider. Number porting is offered free of charge except in case of port rejections, returns and outside extended hours porting requests. See all number porting related charges on our website <a href="https://connexus.com.au/rates">https://connexus.com.au/rates</a> DID numbers supplied with this Service may not be exchanged, credited or substituted towards the cost of porting numbers to the service.	

Information about this Service	
<b>Offer Exclusions</b>	<ul style="list-style-type: none"> <li>SIP capable phone system or SIP gateway into which this service is connected</li> <li>Desk phones and accessories.</li> <li>Additional Phone numbers (DIDs). These are available at once-off costs, dependent on DID bundle type.</li> </ul>
<b>Offer Limitations</b>	<i>Emergency calls</i> <ul style="list-style-type: none"> <li>This Service is dependent on access to the internet. If there is an interruption to your internet connection or power outage this Service will not be available. That includes dialling 000 and emergency numbers.</li> <li>This Service is not suitable for people with life threatening medical conditions that require priority assistance. Priority assistance services can be obtained here: <a href="https://www.telstra.com.au/consumer-advice/customer-service/priority-assist">https://www.telstra.com.au/consumer-advice/customer-service/priority-assist</a></li> </ul>

<b>Restrictions</b>	<p>This Service does not support calls to the following:</p> <ul style="list-style-type: none"> <li>• Australian or International Premium Rate numbers;</li> <li>• Some operator-assisted numbers; special service numbers and mobile satellite phone numbers;</li> <li>• International destinations that are in Connexus' opinion high-risk; and</li> <li>• Fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS)</li> </ul>
<b>Offer Conditions</b>	<ul style="list-style-type: none"> <li>• This Service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.</li> </ul>
<b>Acceptable use policy</b>	<ul style="list-style-type: none"> <li>• Usage is subject to the Acceptable Use Policy found on the Legal webpage: <a href="https://www.connexus.com.au/acceptable-use-policy">https://www.connexus.com.au/acceptable-use-policy</a></li> </ul>
<b>Important Recommendations</b>	<ul style="list-style-type: none"> <li>• This service is not recommended for use on a wireless internet connection and should be used with a dedicated or shared fixed line broadband internet connection and Quality of Service (QoS) enabled modem.</li> </ul>
<b>Service Provider</b>	<p>Symbio Networks Pty Ltd is the principal carrier whose network is used to provide this service. Despite this, its related company, Connexus is responsible for providing the service to you.</p>
<b>Equipment</b>	<ul style="list-style-type: none"> <li>• To use this Service, you need high-speed internet access and a SIP capable device or application.</li> </ul>

## Billing Information

<b>Billing Charges</b>	<p>Bills are sent each month to your registered email address free of charge. Should you want the bill printed and posted; a charge of \$5 applies per bill.</p>
<b>Billing Date</b>	<p>Your bill is generated on the 28<sup>th</sup> of each month. We will bill you in advance for the Minimum Monthly Charge, usage charges are billed in arrears.</p>
<b>Service Activation Date</b>	<p>Service Activation Date is the date your service is setup on our system.</p>
<b>First Bill Charges</b>	<p>Your first bill will include:</p> <ul style="list-style-type: none"> <li>• Charges for part of the month from when your service was activated until the end of that billing cycle;</li> <li>• The Minimum Monthly Charge in advance for the next billing cycle; and</li> <li>• Any additional charges for non-recurrent items used during that billing period.</li> </ul>
<b>Payments</b>	<p>You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time. For information on payment options, visit: <a href="https://www.connexus.com.au/billing">https://www.connexus.com.au/billing</a></p>

## Other Information

<b>Access to call usage information</b>	<p>To access your call usage, please contact us through <a href="https://connexus.com.au/support-enquiry">https://connexus.com.au/support-enquiry</a></p>
<b>Supplier name and Customer Service contact details</b>	<p>Internex Australia Pty Ltd t/a Connexus Internet Service (ABN: 83 070 275 722) Customer Service: <b>1800 430 944</b>. Mon-Fri: 8:00am to 6:00pm AET Outside Business hours please submit an online support request: <a href="https://www.connexus.com.au/support-enquiry">https://www.connexus.com.au/support-enquiry</a></p>
<b>How to access our dispute resolution process</b>	<p>If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at: <a href="https://www.connexus.com.au/complaints-policy">https://www.connexus.com.au/complaints-policy</a></p>
<b>TIO contact details</b>	<p>If you have exhausted all avenues for resolving your complaint within Connexus, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on <b>1800 062 058</b>. For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a></p>
<b>Full legal terms and conditions</b>	<p>This document is a summary only, the full legal terms and conditions are available here <a href="https://www.connexus.com.au/legal">https://www.connexus.com.au/legal</a></p>

The above information is based on the standard service offering and is only a summary. On occasion, Connexus, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.