



Critical Information Summary – 25-09-2020

INNONET

Critical Information Summary

Mandatory components:

VoIP is an internet telephony. The availability and quality of the service may differ from a standard telephone. INNONET only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about INNONET's VoIP services and the Waiver for the Customer Service Guarantee is available at www.innonet.com.au/legal. You must maintain a broadband internet connection of at least 128k/128k speed per VOIP line and a power supply. Your internet connection should be uncongested and you always need 128kbps speed uplink and download speed. Cloud PBX may not be appropriate if you require an uninterrupted phone service with access to emergency number 000. As this service will not work in the event of power failure. However, you should not regard any VoIP service as a reliable service in an emergency. Priority Assistance is not available on this service. VoIP services are not recommended if you/another business/residential.

Important conditions:

- Customer need to recharge the prepaid account for making outbound calls. Subscription fee is payable regardless of the prepaid balance.
- Support fee is not included into monthly fees and charged on top of plan only if required. No hardware is supplied by default.
- Extra AU DID number will cost \$ 5 per month.
- 1300 number hosting will cost AU 20 per month + 7 cents per minute for incoming call.

Early termination charges

Early termination charges will be deducted only during breaking the contract. Early termination charges will be calculated as per remainder subscription fee as per duration of the contract (e.g., customer A has 5 users with \$22 plan with 24-month contract if contracts broken after 4 months, then early termination fee will be $\$22 \times 5 \times 20 = \$2200 + \text{GST}$)

Telephone Equipment

INNONET does NOT provide support for phones purchased from other vendors because we cannot guarantee either the operation of these phones or their compatibility with our network. We offer a range of telephone equipment for purchase. These phones are NOT network locked.

Basic Inclusion

- Basic VOIP telephone service –
- To be able to make and receive calls. ·
- Features (e.g. Call Forwarding, Transfer and Voicemail options.) ·
- One Australian landline number DID (Direct in Dial Number). ·
- Online portal to configure and manage phone system service.

Pricing

Plan Name & Details	Monthly Subscription Fee	User	Outgoing Call Charges	Total Minimum Cost based on 1 user (Based up on 24-month minimum contract)
Office User SMART PBX+ VM Manager+Call Flow+Fax Manager Applications + Registrations Applications 1 number included each user, 1 number for fax manager. 1 call capacity (line) per user	AUD 22		Local/National \$0.12 per call Mobile\$0.15 per minute,1300/1800 \$0.35 per call	AUD 528
Premium Office User All office user features + Storage Engine Management (Recording) Applications 1 number included each user, 1 number for fax manager 1 call capacity (line) per user	AUD 27		Local/National \$0.12 per call Mobile\$0.15 per minute,1300/1800 \$0.35 per call	AUD 648
Call centre user All premium office user features + Call Centre Application for call queue. 1 number included each user, 1 number for fax manager 1 call capacity (line) per user	AUD 32		Local/National \$0.12 per call Mobile\$0.15 per minute,1300/1800 \$0.35 per call	AUD 768



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All charges given above are Ex. GST

Exclusions

- Additional charges may apply for configuration of ADD ONs or advanced features such as Recording, Visual Voicemail, Fax to email, Ring Groups, Auto Attendants etc. and for adding additional DID Numbers.
- Configuration of IP Phone is excluded and separately charged.
- Onsite Installation of service is excluded and separately will be charged at \$120 per hour + onsite call out fee \$199.
- Professional services like training, consulting, project management & engineering are excluded. Please ask for separate quote for any scope of work.
- Number porting charges apply if you want to transfer an existing phone number to Cloud PBX.

Acceptable Usage Policy

- All plans are subjects to our acceptable use policy.

<https://www.innonet.com.au/wp-content/uploads/2018/09/Acceptable-Use-Policy-1.pdf>

Given at Legal page. <https://innonet.com.au/legal/>

INNONENT may terminate your service or change your service plan if, in its sole discretion, INNONENT determines that your use of the unlimited plan violates this prohibition or is otherwise "unreasonable" or results in abuse of the unlimited minute service plan.

International Calls

Outgoing international calls are charged in 60 second increments. International access is provided on request and rates are subject to change without any notice. Please ask latest international rate sheet by emailing at support@innonet.com.au.

Usage information:

You can check your outgoing call usage by login to your account at <https://billing.voicrecx.com.au/billing/images/callc/login?id=v96OhK7e6>

Enquires, feedback, complaints & dispute resolution:

We are committed to providing you with excellent customer service. Please contact us by calling 1300 164 837, by sending an email to support@innonet.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact INNONENT for further information or visit our website www.INNONENT.com.au for full Terms and Conditions.

This summary valid as of September 2020.