



## Critical Information Summary Incoming SIP Trunk Service

### Information about the Services

Description of the Service	Pre-paid incoming SIP Trunk service. The service delivers a customizable amount of lines. Lines are used to handle simultaneous incoming calls.
Minimum term as selected on order form	N/A
Offer inclusions	MondoTalk's incoming SIP Trunk service includes: <ul style="list-style-type: none"> <li>• An Australian number in a capital city</li> <li>• Incoming SIP Trunk line/s @ \$11 per month per line</li> </ul>
Offer exclusions	N/A
Important offer conditions	SIP compatible PBX, IP phones or soft phones
Important limitations	This is an incoming call service only. Calling any destination is not supported.
Important restrictions	This is an incoming call service only. Calling any destination is not supported.
Important qualifications	A broadband Internet connection is required for this service.

### Billing Information

<p>All MondoTalk services are pre-paid. You have full control over the recharge options of:</p> <ul style="list-style-type: none"> <li>• Automatic Recharges</li> <li>• Low balance warnings</li> <li>• Manual Recharges</li> </ul> <p>Service charges will be deducted from your prepaid balance on the same day each month the service was activated.</p>
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### Information about Pricing

Set up feeds (GST included)	N/A
Minimum monthly charge	\$11 including GST
Maximum monthly charge	N/A
Maximum early termination charge	N/A

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## Common Call Charges (GST Included)

Local/National	N/A
Australian mobile	N/A
13/1300	N/A
International	N/A
My text SMS	N/A
Casual Conference	N/A

## Other Information

Access your call and data usage information	You can access your call usage by logging on to : <a href="https://portal.mondotalk.com">https://portal.mondotalk.com</a>
Customer service contact details	Our customer service can be contacted on: Phone:1300 887 863 Email: <a href="mailto:business@MondoTalk.com">business@MondoTalk.com</a>
How to access our dispute resolution process	Contact our support personnel on Phone:1300 887 863 Email: <a href="mailto:business@MondoTalk.com">business@MondoTalk.com</a> / <a href="mailto:support@mondotalk.com">support@mondotalk.com</a>
TIO contact details	MondoTalk prides itself on its customer focus and service. If you find you are not happy with our ability to handle a complaint please ask our staff to provide you with our complaint management process. Please cover this process with them in an effort to identify where we have let you down. If you are still unhappy with our efforts to resolve your complaint there are external parties such as the TIO which can assist. They can be contacted here: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a>

**The above details are based on the standard MondoTalk Plan structure, however, on certain occasions we may provide special offers and promos that will bring even more benefit to our customers. This means that certain parts of this document may change during a special promotion but rest assured that it is centered towards the benefit of our customers. This document may be included on special offer. If this is the case then please refer to the offer details for any variations that may apply.**