



## Critical Information Summary Cloud PBX-UL Service

### Information about the Service

Description of the Service	This is one of MondoTalk's Cloud PBX package options. The Cloud PBX is delivered as a service over the Internet. This packages is designed to ensure you always have free lines available to make a call when you pick up your phone.	
Minimum term as selected on order form	No Contract	
Offer inclusions	MondoTalk's Cloud PBX-UL plan includes all our features. Please note some features do have a small additional monthly charge. Here is a list of all our features: <a href="http://business.mondotalk.com/phone-systems/features/">http://business.mondotalk.com/phone-systems/features/</a>	
	Cloud PBX-UL plan includes: <ul style="list-style-type: none"> <li>• \$300 of custom phone system programming and custom voice recordings.</li> <li>• Unlimited outgoing lines</li> <li>• 1 extension</li> <li>• 1 dedicated incoming line</li> <li>• Unlimited outgoing lines</li> <li>• Conference Calling</li> </ul>	Customized Options <ul style="list-style-type: none"> <li>• Additional extensions @ \$7.70 per month. Volume pricing discounts available.</li> <li>• Additional incoming lines @ \$11 per month. Volume pricing discounts available</li> </ul>
Offer exclusions	All MondoTalk Cloud PBX services includes all our features. However a small number come at an additional cost as listed below.	
	<ul style="list-style-type: none"> <li>• Phone call recording @ \$55 per moth</li> <li>• Fax2email @ \$11 per month</li> <li>• Virtual conference room @ \$11 per month</li> <li>• SMS service (depending on the volume and nature of service needed)</li> </ul>	
Important offer conditions	SIP capable IP phones or soft phones that can be sourced either from MondoTalk or your preferred supplier	
Important limitations	This service will not work if there is an interruption to your Internet connection. That includes dialling emergency numbers; 000. Out going caller ID, CLID Over-stamping, is supported for registered or verified numbers only.	
Important restrictions	The following cannot be called from this service: <ul style="list-style-type: none"> <li>• Australian Premium Rate Numbers (i.e. 190x)</li> <li>• Some operator assisted numbers and special service numbers</li> <li>• High risk International destinations</li> </ul>	
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 fees (GST included)	N/A
Minimum monthly charge	\$22 including GST
Maximum monthly charge	N/A
Maximum early termination charge	N/A

### Common Call Charges (GST Included)

Local/National	10 cents untimed to Australia wide land lines
Australian mobile	16.5 cents per minute, billed in 30 second increments, with no flag falls (for example a 2 minute call would cost 33 cents)
13/1300	27.5 cents untimed
International	International call rates starts at less than 1 cent. For a detailed list of international rates please see: <a href="http://business.mondotalk.com/dial-rates/">http://business.mondotalk.com/dial-rates/</a>
Casual Conference	No overhead cost for conferences. The cost is the same as the call rates.

### 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.