



Critical Information Summary Incoming SIP Trunk Service

Information about the Services

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| 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"> • An Australian number in a capital city • Incoming SIP Trunk line/s @ \$11 per month per line |
| 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

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| <p>All MondoTalk services are pre-paid. You have full control over the recharge options of:</p> <ul style="list-style-type: none"> • Automatic Recharges • Low balance warnings • Manual Recharges <p>Your first statement and charges are prorated to fall into our standard billing cycle of the 6th of one month to the 5th of the next month. For example from the 6th of February to the 5th of March.</p> |
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Information about Pricing

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

Common Call Charges (GST Included)

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|-------------------|-----|
| Local/National | N/A |
| Australian mobile | N/A |

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|-------------------|-----|
| 13/1300 | N/A |
| International | N/A |
| My text SMS | N/A |
| Casual Conference | N/A |

Other Information

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| Access your call and data usage information | You can access your call usage by logging on to : https://secure.mondotalk.com/infinet_cust/ |
| Customer service contact details | Our customer service can be contacted on: Phone: 1300 887 863 Email: business@MondoTalk.com |
| How to access our dispute resolution process | Contact our support personnel on Phone: 1300 887 863 Email: business@MondoTalk.com / support@mondotalk.com |
| 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: http://www.tio.com.au/about-us/contact-us |

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.