



## Critical Information Summary SIP Trunk - Silver Biz

### Information about the Service

Description of the Service	This is one of MondoTalk's SIP Trunk package options. The SIP Trunk is delivered as a service over the internet. This packages is designed for businesses who are always on the phone and avoid bill shock.	
Minimum term as selected on order form	No Contract	
Offer inclusions	MondoTalk's Silver Biz includes all our SIP features.	
	Silver Biz plan includes: <ul style="list-style-type: none"> <li>All of MondoTalk's SIP trunk features.</li> <li>Voicemail to email</li> <li>Unlimited outgoing line</li> </ul>	Customized Options <ul style="list-style-type: none"> <li>Additional incoming lines @ \$11 per month.</li> <li>Additional outgoing lines : Free</li> </ul>
Offer exclusions	All SIP service does not include PBX functionality.	
Important offer conditions	SIP capable PBX, 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
Mnimum monthly charge	\$22 including GST

Maximum monthly charge	N/A
Maximum early termination charge	N/A

### Common Call Charges (GST Included)

Local/National	\$0.10 untimed
Australian mobile	\$0.165 per minute
13/1300	\$0.275 per minute
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="http://portal.mondotalk.com">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.**