



## Critical Information Summary Cloud PBX Phones on Loan 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 package is designed for businesses who are trying to minimise setup fees. MondoTalk achieves this by loaning the phones to you so you do not have to pay for them.			
Minimum term as selected on order form	No Contract			
Offer inclusions	MondoTalk's Cloud PBX Phones on Loan 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>			
	<b>MondoTalk IP 2</b> <ul style="list-style-type: none"> <li>Includes 2 lines shared across incoming and outgoing</li> <li>IP2 handset (under loan)</li> <li>\$300 of custom phone system programming and custom voice recordings.</li> <li>Conference calling</li> </ul>	<b>MondoTalk IP3</b> <ul style="list-style-type: none"> <li>Includes 3 lines shared across incoming and outgoing</li> <li>IP3 handset (under loan)</li> <li>\$300 of custom phone system programming and custom voice recordings.</li> <li>Conference calling</li> </ul>	<b>MondoTalk IP6</b> <ul style="list-style-type: none"> <li>Includes 5 lines shared across incoming and outgoing</li> <li>IP6 handset (under loan)</li> <li>\$300 of custom phone system programming and custom voice recordings.</li> <li>Conference calling</li> </ul>	Customized Options <ul style="list-style-type: none"> <li>Additional lines @ \$11 per month.</li> <li>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 month</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	N/A			
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>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

Set up fees (GST included)	IP2 \$55 set up fee	IP3 \$66 set up fee	IP6 \$110 set up fee	
Minimum monthly charge	\$22 including GST	\$33 including GST	\$55 including GST	

Maximum monthly charge	N/A
Maximum early termination charge	No termination fee will apply but the customer shall shoulder the cost of shipping back the phones to MondoTalk

### 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://secure.mondotalk.com/infinet_cust/">https://secure.mondotalk.com/infinet_cust/</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.