

critical information summary for IP Voice Ultimate Caller plan - \$49.95 per month

Description of the Service

This service is an IP voice service that is delivered over the internet and can be used to make and receive calls.

Mandatory Requirements (not included in the plan):

You will require an internet service and a compatible IP handset or an analogue telephone adapter (ATA)

Standard Installation Requirements

An internet service with a minimum of 100/100 Kbps per concurrent call is required for this service. You can utilise an existing internet connection or request a new one from Cloud Telecom. Applicable internet rates apply. You are required to install the handset(s) supplied as a part of your service, including any associated cabling, configuration of your network and any routers and/or switches within your network to allow the service to work.

Key Details

Your Cloud Telecom IP voice service allows you to make and receive phone calls. This phone service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service

Minimum Term

This plan has no minimum contract term.

What's Included and Excluded?

- Calls to other Cloud Telecom IP Voice customers are included for FREE on this plan.
- Local calls are included FREE on this plan
- National calls are included FREE on this plan
- Calls to mobiles calls are included FREE on this plan
- Calls to 13/1300 are included FREE on this plan

Fair Use Policy Applies – Available at: www.cloudtelecom.com.au/wp-content/uploads/Fair-Use-Policy-2015.pdf

Information about Pricing

Charges

Your minimum monthly charge for the service is \$49.95.

Calls Rates

- Local calls: FREE
- National calls: FREE
- Calls to mobiles: FREE
- Calls to 13/1300: FREE
- Cloud IP Voice: FREE to call other Cloud Telecom IP Voice services

Other information

Usage Information

A spend management tool is available to all Cloud Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/cloudtelecom/>

Connection Timeframes

Once we've accepted your application, we'll try to connect your phone service on the date you ask for, but this might not always be possible.

If there has been a previous working phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Service Details

Cloud Telecom is responsible for the service to you (the Consumer)

We're here to Help

If you have any questions, just call us on [1800 358 339](tel:1800358339) so we can serve you better. Or you can visit us at www.cloudtelecom.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.cloudtelecom.com.au/terms and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>