

## Service Information

This service allows you to offer your customers the convenience of low-cost untimed calls to your business from most phones within Australia. The same number is used right across the country, regardless of the caller's location and you specify where the call is answered. You can transfer your existing Inbound service or activate a new service with Expert.

Your Monthly Access Fee includes Australia-wide routing, State Based routing, Time of Day routing, Call Overflow, Call Splaying, and Call Connection fees. Other calls, optional Value-added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

Any overrides to internal systems and handsets will affect the operations of features included. It is the end user's responsibility to ensure the internal handsets and hardware is compatible with the features Expert offers. Internal overrides & configurations may conflict with any setups on a network level and further discussion is required with customer service before assuming the features can be activated in conjunction with your internal setups i.e., phone systems, call centre overflows, mobile diversions etc.

## Service Availability

Services may not be available to all areas, premises, or customers. If we are unable to connect all your requested services, we will attempt to contact you to discuss further options first or, if we can't contact you after making reasonable attempts, we will cancel your order.

## Standard Installation Requirements

Standard installations completed by Expert are done at additional charge to you. Nonstandard, additional, or subsequent installations including but not limited to Professional Installs may require you to pay additional charges.

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

In the event of a power outage, your services will not work unless you maintain a back-up battery.

## Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

# Critical Information Summary – 1300 or 1800

## Understanding My Bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

## Pricing Information

Product	1300 Fixed Termination	1800 / 0800 Fixed Termination	Mobile Termination
Minimum Monthly Access Fee	\$22.00 per service	\$22.00 per service	\$22.00 per service
Calls from Local Numbers	\$0.0653	\$0.0908	\$0.2200
Calls from National Numbers	\$0.0653	\$0.0908	\$0.2200
Calls from Mobiles	\$0.1089	\$0.1089	\$0.2200
Minimum Cost (24-month term)	\$480.00	\$480.00	\$480.00
Minimum Cost (36-month term)	\$720.00	\$720.00	\$720.00

These charges are per minute, however are charged per second, and rounded up to the closest cent.

## Changes To Your Plan

From time to time, we may make changes to our plans (including price and inclusions), and we may need move you to a new plan (which may cost more). This is only applicable if you are out of contract.

If we change your plan or move you to a new plan:

- (a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- (b) If you don't like the changes or the new plan, you can choose a new plan, or cancel your plan. If you cancel, you'll need to pay out the remaining cost of your devices, accessories, or services in full.

## Minimum Contract Term

24 months (36 months also available)

# Critical Information Summary – 1300 or 1800



## Cancellation Policy

Clients must give a minimum of 30 days' notice when cancelling service/s.

Notice of cancellation must be in writing.

- Either via email to [salessupport@exptel.com.au](mailto:salessupport@exptel.com.au)
- OR in a letter addressed to 'The Sales Support Team' at 2/28A Albert Street, Preston VIC 3072.

Calculations of 'remaining months of agreement' will commence after this 30-day notice period.

## Early Termination Charge

If you cancel the Cloud PABX service within your 24 or 36-month term you will be charged '50% of the monthly access fee' multiplied by 'the number of months remaining', multiplied by 'the number of channels'.

If you are purchasing additional hardware such as a Modem or an Analogue Telephone Adapter (ATA) on a Monthly Repayment Option (MRO), cancelling within the repayment period will also trigger early repayment of the hardware.

Additional features such as Direct Indials or Fax-to-email, are classed as Value Added Services, and hold no contract term.

## Moving Back To Copper

If you take up this service, you will not be able to move back to a copper service. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Priority Assistance is not available on this service.

## Complaint Handling

If for some reason you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please email us at [salessupport@exptel.com.au](mailto:salessupport@exptel.com.au) and request to escalate.

If you are still not satisfied with the steps taken by Expert to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Expert and is an option of last resort. Contact the TIO by visiting [tio.com.au](http://tio.com.au) or by calling 1800 062 058.

## Need Help? We're Here For You.

Visit [expert-telecom.com.au/contact-us/](http://expert-telecom.com.au/contact-us/) for our support options. Call 03 9474 0044, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format. This is a summary only. The full legal terms for this service are available at [expert-telecom.com.au/customers-terms-conditions/](http://expert-telecom.com.au/customers-terms-conditions/)

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