

Tech Seek VoIP - Critical Information Summary

Bundling:

This service is not conditional on any bundling arrangements, but we do provide other services which you may wish to bundle with this service to receive a discount. Please contact us for further information.

Mandatory components:

You will require a mobile phone prepaid or postpaid service with another carrier that provides you with data in order to utilise the Tech Seek VoIP Service.

Our service is a so-called BYO (bring your own) service, i.e. we will not supply you with a mobile phone or cover any of your data usage incurred from using your own phone.

This service will also work when utilising your WiFi connection at your home or office. We will not cover any of your data usage incurred from using your WiFi connection.

To use a hardware phone, you will require a compatible Yealink VoIP phone and an active internet connection via ethernet to make calls using the Tech Seek VoIP service.

You can also make and receive calls from your PC via your web browser. You'll need USB headset with microphone and an active internet connection. We will not cover any of your data usage incurred from using your own internet service provider.

Minimum Monthly Charge:

1 x Single SIP Line and 1 x Single Number Hosting with 3CX Pro Licensing and Hosting - \$101.20 inc GST

Call Charges:

Local and National Calls: INCLUDED*

Australian Mobiles: INCLUDED*

13/1300 Calls: 39c per call

1800 Calls: FREE

International Calls: NOT INCLUDED

*Fair Use Policy: Fair use policy includes 1,150 minutes to Local, National or Mobile calls per SIP line. When purchasing more than one SIP line the Fair Use Policy is aggregated together. Charges may apply if the fair use policy is exceeded.

Important conditions:

Your Tech Seek VoIP Service cannot be used to call international destinations and for mobile premium services.

Early termination charges:

Charges for SIP Lines and Number Hosting on the Tech Seek VoIP Service are pre-paid with no minimum term.

3CX Pro Licensing is paid by yearly (\$250 for 4 SIP Lines, \$450 for 8 SIP Lines, \$1,020 for 16 SIP Lines) on behalf of the customer and invoiced monthly.

For current 3CX Pro pricing, refer to the following link <https://www.3cx.com/ordering/pricing/pricelist/>

A balance of the number of months remaining will be required should you wish to terminate early.

To terminate your service, please let us know in writing by emailing voip@techseek.com.au.

Enquires, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us by calling 03 9119 3239 or by sending an email to voip@techseek.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact Tech Seek for further information or visit our website www.techseek.com.au for full Terms and Conditions.

This summary valid as of July 2023.