

IP Voice

Information about the Services

Here's a quick summary of all the important information about the IP Voice Plans. The service is a IP based voice service delivered via your Internet connection,

Minimum Term is 24 months

Other Important Conditions

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement <http://www.teleus.com.au/important-documents>
- Fair Use and Acceptable Use Policy applies - <http://www.teleus.com.au/important-documents>
- Early Termination Charge applies (except during any applicable cooling off period)

Availability

An Internet service with a minimum of 100/100 kbps per concurrent call is required. You can utilise an existing Internet connection or request a new service from Teleus. Applicable Internet charges apply. In addition to an Internet connection an IP capable modem / router, IP Phone or an IP enabled PBX is required. These can all be sourced from Teleus if required.

Information About Pricing

Product	IP Express PAYG	IP Express National	IP Express Premium
Monthly Access Fee	\$5.95	\$15.95	\$29.95
Voice	1 DID 1 Outgoing, 1 Incoming Call	1 DID 1 Outgoing, 1 Incoming Call	1 DID 1 Outgoing, 1 Incoming Call
Standard National Fixed Calls	\$0.15 Per Call	\$0.15 Per Call	Included
Fixed to Mobile Calls	\$0.15 Per Minute	\$0.15 Per Minute	Included
13/1300	\$0.40 Per Call	\$0.40 Per Call	\$0.40 Per Call
International	Standard International IP Rates		
Minimum Spend over 24 Months	\$142.80	\$382.80	\$718.80

International Call Rates can be found at <http://www.teleus.com.au>. All included calls are subject to the Teleus Fair and Acceptable User Policy which can be found at <http://www.teleus.com.au/important-documents>.

Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

- Phone:** 1300 939 717 - Monday to Friday (9am-9pm AEST)
Weekends & Public Holidays (9am-6pm AEST)
- Email:** info@teleus.com.au
- Website:** www.teleus.com.au
- ABN:** 48 612 519 178

Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy at <http://www.teleus.com.au/important-documents> or call us on 1300 939 717 Monday to Friday (9am-9pm AEST) or Weekends and Public Holidays (9am-6pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

- The Telecommunications Industry Ombudsman**
- Phone:** 1800 062 058
- Email:** tio@tio.com.au
- Website:** www.tio.com.au

Please note this is only a summary, if you would like more information regarding this offering, please contact us. Pricing mentioned was correct at the time of printing.



an LMGPS Ltd Company

CRITICAL INFORMATION SUMMARY

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Hard ware

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Bringing Over Existing Number

One "Simple Port" per service is included. If a number you would like to bring over is considered a complex port then a \$55 Complex Port Fee will apply.

Earl y Termina tion

The Early Termination Charge is up to \$299. The full charge is applicable if cancelling within the first 12 months. After the first 12 months this will be pro-rated by the number of months remaining in the Minimum Contract Term.

Billing

We will bill you in advance for the Monthly Access Charge and features. Your bill will include charges for part of the month from when you signed up to your plan until the end of that billing period, as well as the Monthly Access Charge in advance for the next billing period. For details on usage, customers can access our online customer portal at <https://portal.selcomm.com/teleus/selfcare>, please contact customer service to set up your online account.

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