

CRITICAL INFORMATION SUMMARY: VOIP PLAN

1. INFORMATION ABOUT THE SERVICE

Service Description	The VoIP Plan provides cloud based telephony services over the Internet. It allows 2 concurrent calls at a time inbound or outbound to the public phone network via numbers hosted on the Cans on a String virtual PBX platform.
Minimum Term	No minimum term
Service Inclusions	<ul style="list-style-type: none"> • 2 x concurrent calls • 1 x included Direct in-Dial number (DID) • Free calls between Cans on a String users • CLID over-stamping (Number presented on outbound calls) • Local / national calls included
Service Exclusions	<ul style="list-style-type: none"> • Priority Assistance Service (this is a service designed to help people with diagnosed life-threatening medical conditions who depend on a reliable, fixed-line home telephone service to be able to call for assistance when needed) • Inbound Call Reporting • CDR Call Reporting • 1900 / 1194 / 1196 numbers cannot be called from this service
Important Limitations	<ul style="list-style-type: none"> • This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers (000). • CLID over-stamping is supported for registered and verified numbers only
Important Qualifications	To use the service you will need a high speed (ADSL2+) business grade internet access connection and a modem/router.
Important Recommendations	Cans on a String recommends that this service is only used on a dedicated Internet connection that is capable of supporting the bandwidth required for 2 concurrent calls.

2. INFORMATION ABOUT PRICING

All Prices include GST	
Installation Charges	\$ 120.00
Minimum Monthly Charges	\$ 70.00
Maximum Monthly Charges	N/A
Common Call	Local / national Included

Charges	Australian mobile	\$0.15 per minute – billed in minute increments
	13 / 1300	\$0.25 per call untimed
	International	Starts from \$0.06 per minute – billed in minute increments Find our international call rates at www.cansonastring.com.au/Products/Plans-and-Prices.php
	1800 / Emergency 000	Free
	Inbound calls to your 1300 / 13 numbers	\$0.09 per minute – billed in minute increments
	Inbound calls to your 1800 numbers	\$0.12 per minute – billed in minute increments
	1223	\$0.50 per call untimed
	1225	\$2.20 per call untimed
Travel Charges	For locations further than 10km from Cairns CBD, QLD, 4870, travel charges apply. We charge \$ 27.50 per 15 min travel time.	
Other Charges	If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know 1 month in advance when this happens.	

3. BILLING

First Bill	<p>The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period (calendar month).</p> <p>Your first bill will include:</p> <ol style="list-style-type: none"> Charges for part of the month from when the service was activated until the end of that billing period The minimum monthly charge in advance for the next billing period Any additional charges for non-recurrent items (e.g. router purchase) Calls charges for calls made during that billing period
Monthly Bill	On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

4. OTHER INFORMATION

Customer Service Contact Details	<p>Our customer service can be contacted on</p> <ul style="list-style-type: none"> 07 4049 2222 (phone) 07 4049 2220 (fax) service@cansonastring.com.au <p>during business hours: Mon to Fri, 8:00 am to 5:00 pm, excluding public holidays.</p> <p>For emergency support outside business hours please call 07 4049 2222</p>
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	(charges apply).
Dispute Resolution	To log a dispute, please contact our customer service.

This is a summary only – the full legal terms for the individual components of the Cans on a String service are contained in your terms and conditions at www.cansonastring.com.au/Products/Terms-and-Conditions .