

CRITICAL INFORMATION SUMMARY (CIS)

FONET SYSTEM (FULL-ON MAX)

SERVICE INFORMATION

This is a business IP Voice service that requires the use of approved equipment and broadband, and may not be compatible for use with any other services. The equipment broadband required is not included in the Monthly Plan Fee (MPF) and must be purchased separately. This service will be delivered via Voice Over Internet Protocol (VOIP).

HARDWARE

We will install a network termination device with an RJ45 hand-off that may be directly plugged into your compatible equipment. (For example an approved IP Handset and router). We do not supply any additional network connections or equipment as part of the service but we will be able to assist in selecting, sourcing, installing and configuring various devices. These prices will vary and it is important you confirm any additional or special requirements to assess the suitability of this service.

MINIMUM TERM

The minimum term is 24 months.

ACTIVATION / CONNECTION FEES (NEW & EXISTING LINES)

A once-off connection fee(s) applies at: \$999

FULL-ON MAX PLAN INFORMATION

This plan includes the following usage for the Monthly Plan Fee:

STANDARD CALL TYPE	CALL RATE CHARGE
Local Calls	Included
National Calls	Included
Calls to Mobiles	Included
Calls to 13/1300	Included

The table above shows standard call rates for this plan. All timed calls associated with this plan are billed in 60 second increments.

No other call usage other than listed in the table above is included. For details of other charges and usage types that are not listed, please contact us via our website.

INFORMATION ABOUT PRICING

The Monthly Plan Fee is the minimum amount you will pay every month per line or channel regardless of usage and is set out as follows:

LINES/CHANNEL	MONTHLY PLAN FEE	TOTAL MINIMUM COST (24 Months)
1	\$59	\$1,416

- Plan fees are charged in monthly advance and prorata applies. Total Minimum Cost per service is calculated as;
- Monthly Plan Fee multiplied by the Minimum Term. (E.g. \$59 x 24 months = \$1,416) It does not include any once-off connection fee(s)
- If you wish to disconnect this service, the recurring Monthly Plan Fee is charged until the end of the billing cycle in which the service discontinued.

INCLUSIONS & EXCLUSIONS

The MPF includes:

- All Line Rental/ Access Fees to use this service; Caller Identification presentation on incoming calls (If not restricted/ blocked by the caller or your equipment capability);
- All standard call types specified in the 'FULL-ON MAX PLAN INFORMATION' table.
- Fonet System standard features are: ring /line hunt groups, automated attendant, paging, call forward, DND, internal/intercom phone calling, call transfer internal/external, call hold/park, music on hold, conference call, voicemail, and missed call notification via email, daily call report for incoming/outgoing calls via email

The MPF does NOT include:

- Call types not listed in the 'FULL-ON MAX PLAN INFORMATION' table.
- Changes to your settings or configuration.
- Any optional Value Added Services. For example, number porting, conference room facilities or anything not specifically indicated as included.
- Supply of additional software, hardware or equipment to operate and connect to this service.
- Maintenance, configuration, service or support of additional software, hardware or equipment connected to this service.

CSG

Fonet monthly and setup pricing is based on customers agreeing to waive the customer service guarantee (CSG). For more information please contact customer service on 1300 036 638.

ADDITIONAL USAGE CHARGES

Any other usage and fees not included in the MPF are charged in addition.

EARLY TERMINATION CHARGES

If you cancel a service within the contract term, Early Termination Fees (ETF) will apply.

ETF is calculated at \$22 per channel, multiplied by the number of months remaining on your contract term. The maximum charge payable for early termination per channel is \$528. This fee will decrease throughout the contract period.

OTHER INFORMATION

If you require us to perform some modifications, add features and order new service, charges may apply per request. Charges will vary depending on the type of the request. We will seek your approval before we conduct any work. Please contact us for further details.

AVAILABILITY

Fonet Digital Lines are not available everywhere.

Availability depends on a number of factors including:

- Whether the necessary equipment is available at the relevant exchange.
- The length of the cable to the nearest exchange.
- The quality of the cable available.

There are minimum and maximum limits to the amount of services you may connect using this plan. These will vary depending on location, cabling and other factors. The minimum number of channels required is two (2) and the maximum is twenty (20). We will inform you in writing if your location has different requirements.

LIMITATIONS

From this service, you may be restricted to dial the following:

- Australian Premium Rate Numbers (i.e. 190x).
- International locations we consider to be high risk. Some operator assistance.
- Some special service numbers.

If you have any specific concerns, you should have these confirmed by us in writing prior to accepting delivery of this service.

Caller Identification (CLID) Over-stamping (The number presented on your outbound calls) is typically supported for most registered and verified numbers that we can port over to us.

Whilst we cannot guarantee you may be able to port your existing number(s), porting is generally available for most standard telephone lines. If porting fails or is rejected, you may need to forward or redirect your existing numbers to your IP Voice service or make other similar arrangements. These charges are not included. Your former carrier may also charge you a 'porting out' fee. A port out fee of \$9.95 is charged by FONET should you wish to port out any service registered on our digital network.

FULL TERMS

This information is a summary only. Please visit our website for our Standard Form of Agreement, Fair Use and Acceptable Use policies and other information which set out terms and conditions on which we provide our products and services to you.

GREEN BILLING

Because we are committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee. For paper billing or further information, please contact us via our website.

USAGE INFORMATION

For information about your usage levels, please contact us via our website, or log onto your customer portal.

PROMOTIONS & DISCOUNTS

The information contained in this summary is based on the standard service offering and is the most you will expect to pay for this service. On occasion, we may run special promotions or offer discounts. Where this document has been supplied as part of a special promotion or discounted offer, please refer to the variations on the 'Plan details, Charges & Authority' Form, which will be provided to you.

CONTACTING US

We are an on-line, web-based company dedicated to excellence committed to serving our business customers quickly and efficiently. If you have any questions regarding your service, please contact us via our website contact page.

WEBSITE DETAILS

www.fonet.au

COMPANY DETAILS

Fonet Pty Limited (ABN: 21 658 360 171)
PO Box 2070 South Melbourne VIC 3205

P 1300 036 638

E billing@fonet.com.au

ACCURACY & PRICES

Information and pricing is correct at time of printing and is inclusive of GST.

We're here to help



Your satisfaction is important to us. If for any reason you are not satisfied with the service received, in the first instance, please inform us of your issue. Let us know via our website contact page so we may serve you better.

Should you not be satisfied with the steps taken 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 and should be an option of last resort.

You may contact the TIO directly by visiting www.tio.com.au or by calling 1800 062 058.