

Exetel Business Voice Call Service (VoIP)

This summary gives you the important information you need to know about your Exetel (VoIP) Business Voice Call Service. It covers things like the length of your contract, billing, what's covered and what's not.

Information About The Service

Exetel's Business (VoIP) Voice Call Service delivers a complete voice solution which includes various VoIP handsets, free calls to any landline or mobile within Australia with an option to add an international call package for an extra monthly fee to be used with your Exetel Business Voice Call service (VoIP).

Mandatory Components of the Service

An active data (ADSL or NBN) service with a minimum speed of 1500Kbps / 256Kbps.

Minimum Contract Term

24 months.

Limitations/Qualifications for the Service

There may be technical or commercial reasons that affect our ability to connect a service at your address. Please contact our Small Business Sales Team on **1300 393 835** and select Option 2.

Information About Pricing

Exetel's Business (VoIP) Voice Call Service Activation Charge

There is no activation charge for the Exetel Business (VoIP) Voice Call Service. There may be an activation charge for the Exetel Fixed or Mobile Broadband service, as per the applicable plan.

Early Termination Charge (ETC)

The early termination charge would be 50% of the monthly fee on your plan to the remaining months of the contract term. This is capped at \$300.

Eg INC-T46G Plan with 12 Months remaining on the contract would be = 12 (Months) x \$10 (50% of the monthly fee) = \$120.00.

Eg INC-T46G Plan with 3 months remaining on the contract would be = 3 (Months) x 10 (50% of the monthly fee) = \$30.00.

Monthly Charges

Exetel (VoIP) Business Voice Call Service Plan Name	UNL-T46G	INC-T46G
Monthly Plan Charge / Total Monthly Minimum Cost	\$49.99	\$19.99
Untimed Local and National Calls	Unlimited	8c/call
Untimed 13/1300 Calls	Unlimited	25c/call
Calls to mobiles within Australia	Unlimited	10c/min
Total Minimum Cost (24 Month Contract)	\$1,199.76	\$479.76
Untimed and Unlimited International calls to landlines	N/A	N/A
International Calls to Mobile and non-included destinations	http://www.exetel.com.au/phone/exefone-international	

Credit Card Surcharge

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. If you wish to avoid this charge, please select the Direct Debit option.

Plan Changes

All Exetel (VoIP) Business Voice Call Service plans are a 24 month contract. No plan changes are allowed during the contract period.

If you are an existing Exetel customer and wants to change over to one of the new plans, please contact smallbusiness@exetel.com.au or call **1300 393 835** and select **Option 2**.

Other Information

Exetel Members Facilities

You will be provided with a secure Members portal where you will be able to view your daily usage for your Exetel service. You will also be able to track all your Exetel invoices, make changes to your existing service and buy new services from this portal.

Exetel Member Login Page: www.exetel.com.au/my_exetel

Exetel Customer Contacts

When contacting Exetel for assistance, there are a number of options to facilitate your enquiry;

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact Exetel's complaint resolution team at complaints@exetel.com.au or call **1300 393 835** and select **Option 1**.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit www.tio.com.au/about-us/contact-us

Customer Service Details

Contact our Small Business Sales Team on smallbusiness@exetel.com.au or call **1300 393 835** and select **Option 2**.