

# Convergecom Hosted

## Critical Information Summary

### Information about the Service

#### Service Description

The Convergecom Hosted Plan provides your business with an Office Phone service delivered via your internet connection, sometimes referred to as internet or IP telephony.

#### Minimum Contract Term

36 Months

#### Standard Installation Requirements

An internet service with a minimum of 100/100 Kbps per concurrent call is required for Convergecom's Hosted service. Installation of hardware and services is charged at an additional fee

#### Key Details

Your Convergecom Hosted service allows you to make and receive phone calls. Your Monthly Access Fee includes an IP enabled handset rental. Other calls, optional Value-Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly Access Fee. A Convergecom Hosted service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service.

### Information about Pricing

#### Minimum Monthly Access Fee

\$ 200 ex GST –(inclusive of hosting, 1 x user license and 1 x IP handset). Please refer to your proved quote for correctly monthly billing for your tailored solution. Your monthly charges are billed according to your billing cycle.

#### Early Termination Fee

Pro-rata - Monthly Spend x Number Months remaining in term.

#### Standard Charges

Standard Local Calls – Unlimited  
Standard National Calls – unlimited  
Standard Mobile Calls - Unlimited  
13 Outbound Call – 35c per minute  
1300 Outbound Call – 35c per minute  
1800 Outbound Call – 0c per min  
International Calls – as per rate card.

#### Billing

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

## Customer Service

If you have any questions regarding your plan, technical support or service please call us on 1300 664 453.

## Full Terms

Information and pricing is correct at the time of printing. All pricing is exclusive of GST. For any information regarding your usage or terms of service, please contact our support team on 1300 664 453.

## Complaints or Disputes Process

If you have a problem or complaint about your service please call us on 1300 664 453 or visit [www.convergecom.com.au/legal/customer-terms](http://www.convergecom.com.au/legal/customer-terms) for more information on our complaints handling procedure and relevant contact information.

## Further Assistance

If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com.au](http://tio.com.au)