

Basic Plan – Critical Information Summary

Valid From 1 July 2022

Information about the service

Plan	Minimum Monthly Charge	Included Calls	Minimum Term
Basic	\$25.00	Unlimited Local, National & Mobile Calls	1 Month

What is the service: Dialplan's VoIP phone systems are available as either a single line for use in a NBN modem and or a hosted PBX configuration.

Where is it available: This service is available at any premises where a stable internet connection is available, You must have an internet connection to use this service.

What do I need to access the service: You will need a working internet connection and the handset provided with your plan.

Available minimum term: 1 month

Included data allowance: Unlimited Local, National & Mobile Calls.

*Note international calls are blocked by default, countries can be unlocked at request, International call rates can be provided at request by contacting support@dialplan.com.au.

Number Porting: We will port your existing numbers from the existing carrier and register your name and address in the IPND database with our upstream providers. Single numbers CAT(A) are ported for free with all plans, CAT (C). complex porting and other numbers may incur an additional fee.

Complex Porting: CAT (C) Number porting will be quoted.

The minimum monthly charge is: \$25.00 (all prices include GST).

The total (minimum) cost over the plan term of 1 months is: \$25.00 plus any applicable connection fees or pro-rata charges for your particular situation.

Early termination charges: \$0 (Not applicable).

Equipment Fees: Dialplan will provide you with a handset and PBX hosting & configuration. This rental cost is included in your monthly fee.

Set-Up Fees: If there is a set-up fee for this service, it will dependent on many different things. Due to variances, set-up fees will be determined prior to agreement of contract and first bill.

Pricing: Pricing in this critical information summary is inclusive of GST.

(08) 6197 9100



sales@dialplan.com.au
www.dialplan.com.au





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Other information

Emergency Services: This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Our service may not function in the event of a power failure. Priority Assistance is not available on this service

Usage: You can obtain data usage information by contacting us on 08 6197 9100.

Exclusions: Dialplan does not support any equipment or wiring at your premises. When you connect to a VoIP plan, some equipment or services at your premises may be impacted and no longer operate. These include, but are not limited to, medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. Dialplan does not offer priority assistance.

Terms: All services are supplied pursuant to our Business Terms found on our website.

Customer service contact details: You can contact us via email at support@dialplan.com.au or phone us on 08 6197 9100 between 8:00am to 5:00pm Monday to Friday.

Complaints process: You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website. The policy explains how you can make a complaint and how your complaint will be addressed. You can make a complaint by emailing support@dialplan.com.au or calling 08 6197 9100 and specifically stating you want to make a complaint.

Telecommunications Industry Ombudsman: The Telecommunications Industry Ombudsman (TIO) is a private company that makes money through providing an alternate dispute resolution service to assist consumers and service providers resolve disputes. You can contact the Telecommunications Industry Ombudsman at www.tio.com.au or on 1800 046 686.

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