



www.itrinity.com.au

SME IP Voice

(Prices include GST)

Local Calls	Included
National Calls	Included
Fixed to Mobiles	\$0.30 per call
International Calls (Top 25 Destinations)	\$0.20 for 15 min
Calls to 13/1300 Numbers	\$0.25 per call
Hosted iPBX	Included
Access/plan fee per extension	Included
Voicemail to email	Included



JUST
\$24.95

Per handset - Per month

+ Quality Assured Handsets



SNOM 715



SNOM 720



SNOM 760



YEALINK T42G



YEALINK T46G



YEALINK T48G



YEALINK W52P



SNOM Meeting Point

A connection fee of \$39 per handset applies, unless a 24 month contract is agreed to.



www.itrinity.com.au

SME IP Voice

Top 25 Destinations - 20c for 15 minutes then per minute rate afterwards.

Argentina*, Germany*, Israel*, Norway*, Switzerland*, Canada, Greece*, Italy*, Russia*, Taiwan*, China, Hong Kong, South Korea*, Singapore, Thailand, Denmark*, India, Malaysia*, Spain*, United Kingdom*, France*, Ireland*, New Zealand*, Sweden*, United States (*calls to mobile are not included).

All other countries per minute see www.itrinity.com.au May not include mobiles or other non standard numbers to these destinations.

Hosted iPBX Features

Standard Features:

Ring groups, caller ID, auto attendant, hunt group, paging, call forward busy & no answer, DND, call park/pick up, music on hold.

Voicemail (to email)

Optional Features:

Conference 'room': \$10 per month

Complex (non standard) Hosted iPBX setup: \$10 per handset



Critical Information Summary - \$24.95

Information About the Service

This is an IP Voice service which requires the outright purchase of approved IP handsets from itrinity or an Authorised *itrinity* Dealer.

Plan/Access fees are charged in advance on sign up, your monthly email bill is issued on the anniversary of activation

Direct debit is mandatory, this can be via credit card or bank account, with payments deducted 4 days after your email bill is issued

If payment bounces services will be suspended until payment is corrected, a \$10 fee may apply

An ADSL2+ connection is required for use of *itrinity* IP Voice services, the quality of service may be affected by the internet connection, firewall and other matters outside of the control of *itrinity*

Whilst calls to 000 can be made, the *itrinity* IP Voice service cannot be relied upon as an emergency service. Calls to 1900, back to base alarms, fax services, and EFTPOS systems cannot be used with *itrinity* IP Voice.

Only *itrinity* approved and supplied handsets (locked to *itrinity*) may be connected to the *itrinity* service

The main PSTN number may be ported to *itrinity*, a one off porting charge of \$30 per number or \$130 per 100 number indial range will apply, PLUS a monthly number hosting fee of \$55 per 100 indial number range. Your former carrier may also charge a 'porting out' fee.

This service is available for Business customers with a valid ABN with a maximum of 8 extensions for standard business usage. Not available for commercial or non standard business use, i.e. telemarketers or call centres

If a service is disconnected, the recurring monthly access fee is charged until the end of the billing cycle in which the service is discontinued

If a customer withdraws the Customer Service Guarantee Waiver (shown at www.itrinity.com.au) *itrinity* is under no obligation to provide the service requested

Uptime Guarantee: This applies if you have connected your service according to *itrinity*'s minimum recommendations, which is with Quality Assured equipment (as shown on our hardware price list), a dedicated DSL2+ (minimum) connection for the IP traffic and our hosted iPBX configured by our inhouse team. The amount of downtime during a calendar month will be determined by our upline iPBX provider and does not include any scheduled maintenance our upgrade outages. If this is more than 0.01%, on application, we will credit you double the

value of the time that was down dependent on the plan that you are on at the time of the outage. If your internet connection or local power supply is at fault this does not qualify.

Offer subject to the *itrinity* fair use policy, for full details visit www.itrinity.com.au

Information About Pricing

A connection fee of \$39 per handset applies, unless a 24 month contract is agreed to. The minimum monthly amount payable is \$24.95 per month per handset.

If a 24 month contract is agreed to the \$39 connection fee is waived and the total minimum charge per handset will be \$598.80. If the phones are disconnected before the 24 month term expires, the early termination fee is equal to the number of months remaining times \$24.95 times the number of handsets.

The price for making a 2 minute standard call to mobile is 30c.

International calls are charged in 1 minute blocks.

For full list of international call rates visit www.itrinity.com.au. *itrinity* has a number of 'blacklisted' countries that are not accessible due to known fraudulent call activity on IP phone lines please check the full international list on the website for details

Other Information

Up to date usage of the service can be obtained at 'View My Bill' at www.itrinity.com.au or contacting customer service on 1300 487 464 or emailing helpdesk@itrinity.com.au

If you wish to contact *itrinity* in respect to a dispute, please email helpdesk@itrinity.com.au

If the *itrinity* dispute resolution process does not finalise a dispute the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at www.tio.com.au

Contact your *itrinity* dealer