



www.qured.com.au | 02 8325 0111

# START UP VOICE

## *Critical Information Summary*

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Your Qured START UP VOICE Plan is business VoIP SIP trunk product, and allows you to make and receive 1 concurrent phone calls like you do using a regular phone but instead of your calls being delivered over a regular phone line they travel over your high speed internet connection. Qured recommends you have an internet speed of at least 512/128 kbps we recommend ADSL2+ or greater or any of our NBN services in order to achieve optimal call quality.

#### MINIMUM CONTRACT TERM

1 Month or 12 Months

#### WHAT'S INCLUDED

Your Qured VoIP plan includes unlimited Qured to Qured Calls and includes 1 concurrent call.

#### WHAT'S NOT INCLUDED

Your plan does not include calls to Local, National, Mobile or to 13/1300 numbers, international calls and premium service numbers. Charges to these services will apply and are outlined below. Qured VoIP plans require an internet connection, which customers can obtain from Qured or use their existing service provider. You will need a compatible VoIP enabled PBX or ATA box to connect to our network, customers can provide their own byo device or purchase one through Qured directly. Direct indial service can be purchased at an additional cost for blocks of 10 numbers for only \$3.50 per month. This will enable your staff to have their own direct line.

### INFORMATION ABOUT PRICING

#### YOUR MINIMUM MONTHLY CHARGE

\$9.00 – Your monthly charges are billed according to your billing cycle.

#### EARLY TERMINATION FEE

Month to Month Contract: \$0

12 Month Contract: \$50

#### STANDARD CHARGES

Local Calls – 10c per Call Untimed

National Calls - 10c per Call Untimed

Mobiles – 20c Per Minute then after 1<sup>st</sup> Minute billed by the second

13/1300 Calls – \$0.35c per call

All included calls are subject to the Qured Acceptable Use Policy which can be viewed at

[www.qured.com.au/index.php/support/legals](http://www.qured.com.au/index.php/support/legals).



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# START UP VOICE (continued)

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### **CHARGES TO INTERNATIONAL NUMBERS**

You will be charged if you make calls to international numbers. To view Qured International rates to overseas destinations please see [www.qured.com.au/index.php/support/international-rates](http://www.qured.com.au/index.php/support/international-rates)

### **OTHER INFORMATION**

#### **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. You will be billed on the same day each month for your minimum monthly charge as well as any additional usage during this billing period.

#### **CUSTOMER SERVICE**

If you have any questions regarding your plan, simply call our customer assistance line on 02 8325 0111

#### **COMPLAINTS OR DISPUTES PROCESS**

If you have a problem or complaint about your service please call us on 02 8325 0111 or visit [www.qured.com.au/legal/customer-terms](http://www.qured.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 02 8325 0111. Additional information can also be found on their website [tio.com.au](http://tio.com.au). Qured asks that you contact the TIO as a last resort as we will work with you to resolve any issue that may occur. You can contact us on 02 8325 0111 during business hours from 8am to 5pm Mon to Fri for assistance

This document is a summary only. To see our full terms and conditions please visit

[www.qured.com.au/index.php/support/legals](http://www.qured.com.au/index.php/support/legals).