

Critical Information Summary

Service Description

Business Phone System is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Pickle or by another service provider. This services can receive incoming calls and for making outbound calls.

Requirements and Availability

Business Phone System requires fixed broadband service and a wired Ethernet port.. Each user requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality. Minimum 3 user licenses per system.

Exclusions

Phone System plans do not support 19/1900 number calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. Phone System is not available for telemarketing, call centre function and similar uses.

Minimum term

The Phone system service is available on 0, 12 and 24-month contract terms.

Included Features

Business Phone System plans include a SoftPhone, 1300 number, a direct-in-dial geographic number (DID number), unlimited standard local as well as a range of included features such as voicemail-to-email, call waiting and others.

Information About Pricing

| | BASE \$35/mth | PLUS \$45/mth | PRO \$55/mth |
|--|--------------------------------|--------------------------------|-------------------------------|
| Included 1300 numbers | 1 | 2 | 3 |
| Outgoing Call Charges | | | |
| Local Calls | Unlimited | Unlimited | Unlimited |
| National Calls | \$0.15/min | Unlimited | Unlimited |
| Mobile Calls | \$0.15/min | \$0.10/min | Unlimited |
| Calls to 13/1300 | \$0.35/min | \$0.35/min | \$0.35/min |
| 1300 Incoming Call Charges | | | |
| 1300 Local Calls | Unlimited | Unlimited | Unlimited |
| 1300 National Calls | \$0.15/min | Unlimited | Unlimited |
| 1300 Mobile Calls | \$0.15/min | \$0.10/min | Unlimited |
| Routed to Mobile (from any number) | \$0.25/min | \$0.25/min | \$0.25/min |
| Maximum Monthly Charge | \$105 + Usage | \$135 + Usage | \$165 + Usage |
| * Call rates are per minute, charged per second with a minimum duration of 1 second. | | | |

Additional charges you should be aware of:

Some of the features available for our services are not included in the Plans described above. These features are charged as individual line items, as the below listed rates:

| Additional Services | Monthly (ex GST) |
|----------------------|------------------|
| Hunt Group (Note 1) | \$15 |
| Menus (IVR) (Note 2) | \$15 |
| 1300 Numbers | \$10 |

| Optional User Software | Monthly (ex GST) |
|-----------------------------|------------------|
| Mobile App | \$5.18 |
| Receptionist App - Basic | \$46.81 |
| Receptionist App - Advanced | \$83.58 |
| Call Queuing per user | \$10.40 |

| Number Blocks (Note 3) | Monthly (ex GST) |
|------------------------|------------------|
| 10 Number Block | \$20 |
| 50 Number Block | \$30 |
| 100 Number Block | \$50 |

| Configuration Charges | |
|-----------------------------------|----------------|
| Simple Config Change (<30mins) | \$44.54/change |
| Complex Config Change (30-60Mins) | \$90/change |
| Major Config Change (>60Mins) | \$POA |

Note 1 : 1 x Hunt Group included Free per customer.

Note 2 : 1 x Menus (IVR) included Free per customer.

Note 3: Number Block charges apply to both new and ported number ranges.

Termination and Maximum Early Termination Fees

We require 20 business days' to cancel your service submitted via the MyPickle Portal. You will be responsible for any unpaid minimum fees or usage charges covering the period prior to the termination date, including minimum fees or usage fees applicable during this 20 business day notice period. Further, any prepaid minimum fees will not be refundable. If you are transferring your number to another provider a Port Away fee of \$115 ex GST applies per number.

Other Information

Billing

Our billing cycle aligns with the calendar month. Invoices are produced on the first business day of each month, and will include your plan fee charged in advance and usage charges in arrears. You will receive an email notification to advise you when your invoice is available to access and download from the MyPickle Portal.

Payment Method

Pickle accepts payment using Direct Debit on Credit Card only. Other payment methods are available by prior arrangement only.

Where can you obtain information about the usage of your service?

Details on your usage can be accessed via thinkpickle.com.au/login

If you do not have access, or if you have forgotten your login details for the portal, then please contact our customer service team on **1300 688 588**

Contact Customer Service

Call us within Australia on **1300 688 588**

Email: help@thinkpickle.com.au

Dispute Resolution

If you are not satisfied with your product or service then please let us know – you can contact us by the methods detailed above. If you are not satisfied with our response, please use the resources available on the complaints handling process page.

Contacting the TIO

In the event that you have exhausted all other options and feel that your issue still has not been dealt with satisfactorily then you can contact the Telecommunications Industry Ombudsman on **1800 062 058** or online at www.tio.com.au

