

CRITICAL INFORMATION SUMMARY

# PAYGO Medium Business

Nov 2018



# PAYG Medium Business

## Critical Information Summary Over View

### Information about the service

#### The Service:

PAYG Medium Business VoIP is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Selectel or by another service provider.

#### Access

In order to access the Service, you may need a dedicated or shared fixed line broadband Internet connection, such as ADSL 2+, NBN, SHDSL or Fibre service.

#### Mandatory components

You will need a broadband modem for the service to work. We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

#### Minimum Term

The service is available with 1-month minimum term, or 24 months.

### Information about pricing

#### Minimum monthly charge:

Please refer to table on first page for pricing information.

#### Maximum monthly charge:

The maximum monthly charge depends on usage levels.

#### Early termination charges:

If you cancel your service prior to the end of your contract term, you must give us 30 days' notice, and you will incur an Early Termination Fee (ETF).

Contract Tenure			
1-6 Months	7-12 Months	13-18 Months	19-24 Months
\$600.00	\$450	\$250	\$100

#### Voice call rates

Limitless National, Local, Mobile, 13/1300, 1800

International Calls: As per International Price Schedule. Visit [www.selectel.com.au/international](http://www.selectel.com.au/international) for updated rates.important conditions

If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported. Additional fees apply. Selectel plans do not support 19/1900 numbers 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.

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

We will bill you in advance for the minimum monthly charge and features, and in arrears for calls.

Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Fair Use Policy applies.



## PAYG Medium Business Plans

Plan	Price (Monthly)	Call Rates						Setup Charge (Contract months)		Inclusions	Exclusions
		Local Per Call	National Per Call	Mobile Per Min	13/300 Per Call	1800 Per Call	International Per Min	1	24		
PAYGO Medium Business Per Extension	\$23.95	FREE	FREE	\$0.14	FREE	FREE	See Rate Card	\$89**	FREE* Minimum Cost \$574.80 Per Extension	<ul style="list-style-type: none"> <li>SIP Channel Setup Fee**</li> <li>Cloud PBX</li> <li>1 Free DID</li> </ul>	<ul style="list-style-type: none"> <li>Extra DIDs</li> <li>Porting to Selectel – See Schedule Fees</li> </ul>

## Porting Schedule on Selected Plans

Proposition	Unit Type	Cost
Cat A Port	Per Request	\$23.40
Cat C Port (1-5 numbers)	Per Request	\$117.00
Cat C Port (6-100 numbers)	Per Request	\$234.00
Cat C Port (101+ numbers)	Per Request	\$351.00
Cat A Port Rejection	Per Request	\$00.00
Cat C Port Rejection (1-5 numbers)	Per Request	\$70.20
Cat C Port Rejection (6-100 numbers)	Per Request	\$117.00
Cat C Port Rejection (101+ numbers)	Per Request	\$234.00
Cat C Port Full Submission Rejection (per number)	Per Request	\$37.40
Cat A Port Return	Per Request	\$351
Cat C Port Return (1-5 numbers)	Per Request	\$702.00
Cat C Port Return (6-20 numbers)	Per Request	\$1755.00
Cat C Port Return (21-100 numbers)	Per Request	\$4095.00
Cat C Port Return (101+ numbers)	Per Request	\$5850.00
Cat C Port 3rd Party Return (per number)	Per Request	\$37.44



## Technical Support Fees & Charges.

Proposition	Cost	Cost
<p><b>Changes made by the customer via the Website Portal are free of Charge.</b></p> <p><b>All other changes processed by the Technical team will be quoted in Advance.</b></p>	<p>Between the hours of 9am and 6pm Monday to Friday excluding Public Holidays</p> <p>\$89 Per Hour, Billed in 15 minute Increments (\$22.25 minimum Charge)</p>	<p>Between the hours of 9am and 6pm Monday to Friday excluding Public Holidays</p> <p>\$220 Per Hour, Billed in 15 minute Increments (\$55 minimum Charge)</p>
<p><b>Setup/Configuration of Clients own Cloud PBX</b></p> <p><b>All other changes processed by the Technical team will be quoted in Advance.</b></p>	<p>Between the hours of 9am and 6pm Monday to Friday excluding Public Holidays</p> <p>\$130 Per Hour, Billed in 15 minute Increments (\$32.50 minimum Charge)</p>	<p>Between the hours of 9am and 6pm Monday to Friday excluding Public Holidays</p> <p>\$220 Per Hour, Billed in 15 minute Increments (\$55 minimum Charge)</p>

### Definition:

**Severity Level 1** - Out-of-service condition; service in unavailable or seriously impaired

**Severity Level 2** - Partial out-of-service condition; Service is impaired causing difficulty with performing normal operations

**Severity Level 3** - Degraded service; service is impaired causing minor difficulty

## SLA (Service Level Agreement)

Target	Minimum	Maximum
Severity Level 1	3 Business Hours	12 Business Hours
Severity Level 2	4 Business Hours	48 Business Hours
Severity Level 3	12 Business Hours	72 Business Hours



## Miscellaneous Fees and Charges

Proposition	Unit Type	Cost
1 DID	Per DID, Per Month	\$2.00
10 DID	Block of, Per Month	\$20.00
100 DID	Block of, Per Month	\$69.00
Bill Printing & Postage up to 18 Pages	Per Transaction	\$5.10
Up to 20 – 50 Pages	Per Transaction	\$9.99
52 – 90 Pages	Per Transaction	\$15.00
Reconnection Fee - Due to failure of payment	Per reconnection	\$59.95
Transfer one or more services from an Selectel account entity to another Selectel account	Per Transaction	\$25.00
Late Payment Fee	Per Invoice	\$15.00
Direct debit dishonour administration fee	Per Transaction	\$15.00
Overdue account administration fee	Per Transaction	\$15.00
Visa / Mastercard	Per Transaction	1%
Amex/Diners Card	Per Transaction	3%
Declined Credit Card	Per Transaction	\$5.00
Chargeback Fees for Disputed Customer Payment	Per Transaction	\$15.00
BPay	Per Transaction	\$1.50
Australia Post	Per Transaction	\$3.50



## 1. ABOUT THE SELECTEL SERVICE DESCRIPTION

1.1 Use of the Selectel® Service (Service) is subject to this Service Description and: (a) the General Terms of our Critical Information, Fail Use Policy and Privacy Policy.

## 2. ADDITIONAL CONDITIONS

### 2.1 Connection and Configuration of Equipment

(a) You acknowledge that the installation of an Selectel Supported Device to enable Selectel may cause temporary disruption in the Traditional Landline Telephone Services received by you.

(b) We recommend you use Selectel Supported Devices for Selectel.

(c) You may select any device you choose to use Selectel. However, devices that we have not recommended may not work well with Selectel. In particular, you may experience interoperability problems and some calling features of Selectel (as described on our Website) may not work.

(d) Selectel Supported Devices can be configured to allow the seamless 'overlying' of Selectel over your existing Traditional Landline Telephone Service (provided you have retained it), ie an Selectel Supported Device can:

(A) switch specific outbound calls to Selectel automatically; and

(B) feature automatic 'failover', to hand an outbound call back to your Traditional Landline Telephone Service should Selectel be unavailable for any reason (such as your broadband service being temporarily offline), or so outbound calls to destinations not currently handled by Selectel will be automatically switched to your existing Traditional Landline Telephone Service (provided you have retained it).

(e) You may change the configuration of any device you select to use Selectel . However, if you set up your own initial configuration, or modify a device configured by us, you may create results that are unexpected and we are not responsible for any such

changes you make to the configuration of your device(s).

### 3.2 Acknowledgment

- (a) You acknowledge and agree that:
- (A) while we take all reasonable steps to make sure you receive the voice calling service to calling destinations that we support, the voice calling service may not be free from faults or interruptions. Certain factors, such as network congestion, maintenance, technical capabilities, geographic factors, obstructions or interference may mean you will not be able to use Selectel at all times;
  - (B) Selectel is not designed to replace a Traditional Landline Telephone Service. This means that the key functionality and limitations as described in this Service Schedule are significantly different from those associated with a Traditional Landline Telephone Service;
  - (C) you have read and understood this Service Schedule in relation to Selectel , including without limitation the functionality and limitations of Selectel ;
  - (D) you do not expect Selectel to function as a Traditional Landline Telephone Service. Selectel is a value added service that provides you with defined functionality including the ability to make certain specific outgoing telephone calls, and to receive certain incoming telephone calls dependent on the specific Selectel service type you have selected; and
  - (E) Selectel is only available to you in conjunction with any broadband internet service which supports a VoIP application. If for any reason your underlying broadband service is suspended, terminated or is otherwise unavailable, Selectel will also be suspended, terminated or otherwise unavailable.



#### 4. SELECTEL FUNCTIONALITY

4.1 You may use Selectel to make calls to Selectel Customers and non-Selectel Customers, including local calls, long distance telephone calls, calls to any Australian mobile phone and calls to any international destination as described on our Website.

4.3 You may use Selectel2 to receive calls from other Selectel Customers and from the Public Switched Telephone Network.

4.4 Additional features of Selectel are detailed on our Website, described with instructions for use in the "Selectel Portal" (an easy-to-use, online configuration tool) located on our Website. For example, such features include the ability to divert calls or to bar certain types of calls such as mobile or international calls from your Selectel service.

4.5 Selectel is not compatible with traditional TTY equipment and we recommend the use of a Traditional Landline Telephone Service with such equipment.

4.6 Selectel is designed and optimised for use on the Selectel broadband network, however it will also work (subject to potential reduced call quality) through other broadband services.

4.7 You may present or withhold your CLI on a per call basis (the default state of CLI presentation is 'Off' although you may change this setting via the "Selectel Toolbox" located on our Website).

4.8 Your Selectel Supported Device may be configured and installed such that calls to a special service number (ie numbers prefixed with 13, 1300, 18 or 1800) may be automatically switched to your existing Traditional Landline Telephone Service (provided you have retained it). This is because these call types are often routed to the destination based on your specific geographic location and so may be more accurately handled by the PSTN. However, such calls may also be made through your Selectel service. If this is the case these calls will be delivered to the PSTN network in the capital city that is recorded with your Selectel number.

4.9 Due to significant incidents of fraud affecting VOIP services, when Selectel is operated by the end user at a location outside Australia, calls will be

restricted to destinations within Australia only (i.e. calls to all other international destinations will not be permitted).

#### 5. SELECTEL LIMITATIONS

5.1 You acknowledge that while we make all reasonable efforts to ensure continuity of Selectel (and the underlying broadband service, if provided by us), we make no guarantee that Selectel (and/or the underlying broadband service, if provided by us) will be either uninterrupted or error-free. Certain factors, such as network congestion, maintenance, technical capabilities, geographic factors, obstructions or interference may mean you will not be able to use Selectel at all times.

5.2 You acknowledge and agree to the limitations of Selectel as described on our Website. In summary, the limitations of Selectel are that:

(a) Selectel is not designed to replace a Traditional Landline Telephone Service;

(b) Priority Assistance is not available. Priority Assistance is for people who may be reliant on a telephone service because of a serious medical condition. We recommend that you consider medical advice, and consider your access to other telephony services such as a conventional Traditional Landline Telephone Service or a mobile phone, before purchasing Selectel;

(b) if your Selectel Supported Device is properly configured and installed (as described in clause 1.4 above), your calls to an emergency call service number may be automatically switched to your existing Traditional Landline Telephone Service (provided you have retained it).

(c) However, such calls may also be made through your Selectel service. 24 hour access to the emergency call service number is not guaranteed by us;

(d) (d) operator assisted services are not guaranteed; (e) directory assistance is not guaranteed. Only Selectel Customers who have 'ported' their number to Selectel via Simple Phone Number Porting will be



offered to have their number listed. However, for all other cases there is currently no mechanism to find another Selectel Customer's number without that Selectel Customer informing you directly. However, we expect to implement a directory service in the future to allow Selectel Customers interested in disclosing their Selectel number to other Selectel Customers to do so online;

- (e) (f) calls to any number prefix not explicitly supported and documented on our Website for Selectel are not available;
- (f) (g) inbound direct dial calling from the PSTN is not available to Selectel1 services; and is available to Selectel2 services; and
- (g) (h) Selectel will not operate in the event of a power failure. This means that:
  - (A) Where your Selectel uses Telstra's copper network, even if your Selectel is properly configured and installed (as described in clause
  - (i) 3.1(d) above) to automatically switch to your existing Traditional Landline Telephone Service should your Selectel not be available, you will not be able to make calls (including a call to an emergency call service number like 000) if your Traditional Landline Telephone Service is only accessible via handset which requires electricity (such as a cordless phone) to operate.
  - (B) Where your Selectel uses the NBN, you will not be able to use your Selectel to make and receive calls (including to emergency service numbers like 000) during a power outage even if your underlying NBN service has battery backup.

## 6. CHARGES

6.1 Information regarding Selectel call rates, accounts and billing is set out on our Website.

6.2 There is a time delay between you making a call and us processing that call and adding it to your call record. In most cases calls should be added to your call record within an hour of you making the call.

However in some rare circumstances this may take up to 2 weeks. This means that you may not always have all the calls you made in an invoice period appear on that invoice (consequently these calls will not be deducted from any call credit for that invoice period).

6.3 We are not responsible for the charges that you incur with your current telephone carrier, however incurred and regardless of whether the call you make via your current carrier is a local, mobile or a long distance call. You acknowledge and agree that if your Selectel is configured to feature automatic 'failover', i.e. to automatically switch a call back to your Traditional Landline Telephone Service (provided you have retained it): (a) should Selectel connectivity be unavailable for any reason (such as your broadband service being temporarily offline); or

(b) to call an emergency service call number or special service number (ie numbers prefixed with 13, 1300, 18 or 1800); or (c) to any other call destinations not currently handled by Selectel, you are responsible for all charges incurred in making such calls through the PSTN. With some devices used to operate Selectel, it may be possible distinguish between when a call will be made via Selectel or via the PSTN (for example, some devices present different dial-tones when a call is being made via Selectel or via the PSTN). However, when placing a call, you acknowledge and agree it is not possible to tell (by listening) whether calls are being passed to the PSTN due to a rule in your dial plan, despite the device being properly registered.

6.4 The traffic involved in Selectel calls, like other VoIP based calling, counts toward your download quota on the broadband plan that you are on. For example as a guideline, Selectel calls use from 10-20 Megabytes per hour during typical calls (depending on the codec in use) which corresponds to around 25-50 kilobits per second per second of traffic flow on your broadband connection (in both directions).

6.5 You agree to pay any fees imposed by any third parties in connection with your use of Selectel (for example including any standard broadband service fees, or additional charges as a result of your Selectel calls counting towards the download quota

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of the broadband plan that you are on as described in clause 6.3 above).

6.6 All prices Including GST.

6.7 Minimum monthly charge

(A) Your minimum monthly charge depends on the plan you choose. International Rates are charged on top of your Minimum Monthly Charge. See International Rates for full Pricing via our website.

7. Suspension of service

7.1 Selectel reverses the right to suspend services as per our Fair Use Policy or failure to make payment. Payment is due within 14 Days, if payment is still outstanding by 30 Days Suspension on all outgoing calls will Occur. A \$59.95 reconnection fee may apply.

8. CUSTOMER SERVICE GUARANTEE WAIVER

8.1 In accepting this Service Description you acknowledge that you waive in whole your Customer Service Guarantee Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 in relation to Selectel. Please read the following paragraphs carefully. They contain information affecting your rights.

8.2 The Customer Service Guarantee (CSG) can be found on the Australian Communications and Media Authority website ([www.acma.gov.au](http://www.acma.gov.au)).

8.3 Part 5 of the Telecommunications (Customer Service Guarantee) Standard 2011 allows us to propose that you waive the protections and rights provided under the CSG.

8.4 We are offering significantly lower call costs for the Selectel Service, but we are only able to do so on the basis that we are not required to meet the CSG.

8.5 By agreeing to this waiver you agree to waive your protections and rights under the CSG. So that we may continue to offer lower costs, we require all

of our customers to waive their rights in relation to the CSG.

8.6 The protections you are waiving are: The provision of written information (a) Provision of written information to you, at least every two years about:

(A) the performance standards that apply to supply of specified services;

(B) the obligations of the service provider under those standards;

(C) your entitlements to damages under the Act for contravention of the performance standards; and

(D) on request, the provision of information about a performance standard. Guaranteed maximum connection periods (b) The prescribed maximum timeframes within which connection to services should occur.

Guaranteed maximum rectification periods

(c) The prescribed maximum timeframes within which rectification of service faults should occur. Making and changing appointments

(d) Requirement to make appointments with you at times that are convenient for you that are either for a particular time of the day or nominate a five hour period during which the appointment will occur; and

(e) changing appointments by giving at least 24 hours notice by obtaining your agreement to the change.

8.7 This waiver will take effect seven days from the date of you agreeing to it, unless you notify us that you no longer wish to waive your rights under the CSG. If you do so notify us, we reserve the right not to provide the service to you.

8.8 By agreeing to waive your protection and rights afforded by the CSG you will not be able to claim compensation from us for any failure by us to meet the prescribed performance standards.

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### 9. RELOCATIONS

9.1 This clause 10 applies if you change the usual operating location of your Selectel service (for example, if you were to move house or Business).

9.2 If you move the usual operating location of your Selectel service you must notify us immediately so that we can update your information in the Integrated Public Number Database (IPND). The IPND is used for emergency and law enforcement purposes so it is very important that the information in the IPND is up to date. If your underlying broadband internet connection that is used to provide your Selectel service is also provided by us and you relocate your broadband internet service with us then separate notice about your change of address for Selectel is not required.

9.3 You may only change the usual operating location of your Selectel service within the same charging district originally allocated to your telephone number. This means that you may only move house and take your Selectel number with you to your new location if your new house is located in the same charging district. For capital cities this is generally anywhere within the metropolitan area. Traditional Landline Telephone Services will be able to make untimed local calls to numbers located in the same charging district.

9.4 If you move the location of your Selectel service outside of the original charging district originally allocated to your telephone number then calls made to your telephone number from other relevant telephone services may be charged as if you are actually located in the original charging district. For example, if the original charging district allocated to your telephone number is Adelaide and you use your Selectel service in Melbourne then all calls to your service made by relevant telephone services will be charged as if you are located in Adelaide even though you are located in Melbourne.

9.5 Our sales team can provide more information on the above. They may be contacted by telephone on 08 7123 2762

### Definitions

**PSTN** means the Public Switched Telephone Network, the standard telephone system which consists of private and government owned interconnected public telephone networks designed primarily for voice traffic.

**Traditional Landline Telephone Service** means an ordinary landline telephone service provided to a fixed location as historically commonly provided by Telstra Corporation Limited. Examples of a Traditional Landline Telephone Service include Selectel or a Telstra HomeLine service.

**Telephone Line** means the PSTN telephone line for which you are responsible (in accordance with the databases maintained by Telstra Corporation Limited).

**TTY equipment** means Teletypewriter equipment, a typewriter with an electronic communication channel used as telecommunications device for the deaf.

**VoIP** means a Voice over Internet Protocol application, more specifically a software application (and associated hardware to enable use of the software application) w

**SIP** Means Session Information Protocol, the service provides routing of telephone calls from a client's private branch exchange (PBX) telephone system to the public switched telephone network (PSTN).

**Codec** means a device or program that compresses data to enable faster transmission and decompresses received data

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**Porting** means Simply put, transferring/**Porting** a number **means** taking an existing phone number from one provider and transferring it to another. ... **Porting** is a semi-permanent **means** of moving a telephone number from one provider to another, and usually involves closing the old account.

Cloud PBX/Hosted PBX means **Hosted** private branch exchange (**hosted PBX**) is a telephone exchange system built, delivered and managed by a third-party service provider. **Hosted PBX** is an IP-based telephony solution provisioned and accessed entirely through the Internet.**Hosted PBX** may also be referred to as **cloud PBX** or **hosted** voice.

**PAYG** means Pay As You Go, calls are charge on top of the monthly service charge.

**Local/National** means, calls with in Australia to another landline number starting with the area codes 02, 03, 07, 08

**DID** means direct inward dialing (**DID**), also called direct dial-in (DDI) in Europe and Oceania, is a telecommunication service offered by telephone companies to subscribers who operate a private branch exchange (PBX) system.

**NBN means**, the **National Broadband Network** (NBN) is an Australian national wholesale open-access data network project. It includes wired and radio communication

components rolled out and operated by NBN Co Limited.

**Failover means**, is any backup operational mode in which the functions of a system component (in this case, your phone system) is assumed by a secondary component. ... This method is exactly what it sounds like, with an outage in a **VoIP** system being rerouted to a Plain Old Telephone System/landline

**Hardware means**, the machines, wiring, and other physical components of a computer or other electronic system

### Other information

#### Enquiries, feedback and complaints:

We're here to help. Please contact us by calling (08) 7123 2762 or by sending an email to [support@selectel.com.au](mailto:support@selectel.com.au) if you have any questions, would like to give feedback or complain.

#### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

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