

### ABOUT DIALTONE

DialTone is an industry leader in hosted PBX phone systems.

We provide Direct Inward Dialling numbers (DIDs), more commonly known as virtual phone numbers through a hosted PBX or SIP service.

This service can be used on a VoIP handset, or calls can be forwarded to an existing landline or mobile phone.

#### Minimum Contract Term

1 Month

The plan is offered on a month-by-month basis, and can be cancelled with 30 days notice.

Billing for this service is delivered on a month-by-month basis, however the service can be pre-paid and credited on your account.

#### Key Details

Plans Include:

- Rental of 2 local numbers.
- Capacity of 2 extensions.
- Capacity of 2 concurrent calls (Lines).
- Calls between any DialTone customers.
- 24 hour access to your VoIP Portal.

Plans Exclude:

- Any handsets, hardware or equipment
- Any inbound or outbound call charges
- SMS or Fax charges

#### IPND Address

All services require a valid IPND street address by law.

It is an offence to supply inaccurate or false details. If you supply false or inaccurate details, your services will be terminated.

#### Virtual Fax

Virtual fax allows you to send & receive faxes using your computer from just \$0.20 per fax. A DID number is required to receive faxes.

#### Voicemail

Voicemail allows you to receive an attached audio file and message transcript to your email.

Voicemail is an included feature on all DialTone plans. SMS notification is an added option.

To utilise virtual fax or voicemail services an active internet connection and valid email address is required.

#### VoIP Portal

This VoIP Portal provides you with a simple but powerful interface to fully manage your DialTone VoIP service on both desktop and mobile devices.

The VoIP Portal is available 24/7 via [www.voipportal.com.au](http://www.voipportal.com.au) .

#### No Equipment Required

There is no mandatory equipment required for this plan, however a compatible telephone is required as a minimum to use the service.



## INFORMATION ABOUT PRICING

### Minimum Monthly Charge

\$19.00 per month.

The service can be pre-paid and credited on your account.

### Additional Charges

In addition to the minimum monthly charge, the following call rates apply.

Internal Calls	Free
Local & National Calls	\$0.10 per minute
Australian Mobiles	\$0.15 per minute
Calls to 13 Numbers	\$0.30 untimed
Incoming or Outgoing Faxes	\$0.20 per fax
Inbound calls to 1300 Numbers*	\$0.10 per minute
Inbound calls to 1800 Numbers*	\$0.15 per minute

\*Only applies to accounts with a 1300 and/or 1800 number.

All rates are charged per second, with a minimum duration of 60 seconds.  
Charges are billed per calendar month.

### Add-on Features

#### Hosted PBX Feature Sets

Additional Extensions	\$2 each
Interactive Voice Response (IVR)	\$2
Call Queues	\$2
Time Switches	\$2
Busy Lamp Fields (BLF)	\$2
Call Pickup	\$2
Call Spy	\$2
Call Parking	\$2
Custom Hold Music	\$2
Call Recording (1GB Storage)	\$10

### Refunds

A pre-paid balance can be refunded to the customer on request.

Review our Refund Policy for full details.

### Additional Lines

Each plan has a set number of lines, which is the total concurrent (incoming, and outgoing) calls allowed on your account. Additional lines are available in blocks of 5 or 10.

Features are charged per month, per customer. Current plan, subscription and optional features can be reviewed at: [www.voipportal.com.au/#!/planchange](http://www.voipportal.com.au/#!/planchange)

## SIP 2-Line Plan Critical Information Summary

### CUSTOMER SERVICE DETAILS

Call us on (02) 8355 1600

Email: [support@dialtone.net.au](mailto:support@dialtone.net.au)

You can expect a response within four (4) business hours:

Monday - Friday 09:00 - 17:00 AEST

If you submit a request outside of these hours, you can expect a response within one (1) business day.

Customers who are not satisfied with the customer service they have received from DialTone or believe their issue is still ongoing should ask for their case to be reviewed by a manager.

After all possible options have been exhausted and you feel your issue has not been resolved satisfactorily you have the option to contact the Telecommunications Industry Ombudsman on 1800 062 058 or [www.tio.com.au](http://www.tio.com.au).

All prices listed are in AUD and include GST. Information correct as of April 2020.