

CRITICAL INFORMATION SUMMARY

TrueTelco IPTel add-on Service



Service Description

TrueTelco IPTel “IP Telephony” Voice add-on is available as a standalone voice service that delivers carrier grade voice nationwide. Supply of the service is available where an active highspeed internet connection.

Minimum Term

TrueTelco IPTel Voice add-on is supplied on a 1, 12 and 24 month contract terms. See [Minimum Total Cost](#) applicable to each plan in the Information about Pricing section. Early termination fees apply.

Early Termination

If you cancel the service before the end of your contract term (12 months or 24 months), Early Termination Charges (ETC) will apply. ETC is calculated as the monthly charges multiplied by the balance of the contract period.

Information and Pricing

Plan	IPTel Standard	IPTel Plus
Monthly IPTel Voice add-on Service	\$10.00 GST	\$20.00 GST
Standard Voicemail Box	Included	Included
Voicemail to Email	Included	Included
Local Calls	Unlimited	Unlimited
National Calls	Unlimited	Unlimited
Fixed to Mobile	\$0.15 per minute	Unlimited
13 / 1300	\$0.30 per call	
International	POA	
Availability	Add-on service ONLY with any TrueTelco Internet	
TrueTelco IPTel Activation	\$0	
Minimum Total Cost on 1 Month Contract	\$10	\$20
Minimum Total Cost on 12 Month Contract	\$120	\$240
Minimum Total Cost on 24 Month Contract	\$240	\$480
Early Termination Fees	monthly fee multiplied by the remaining contract period i.e. 4 months remaining x IPTel Standard \$10.00 = ETC \$40.00	
Change of Plan Fee	\$34.95 per change	

Service and Equipment Required

If you do not already have an active highspeed internet service installed at your premises, you or an authorised person over 18 years of age will be required to connect a highspeed internet service to enable TrueTelco’s IPTel Voice add-on service to work. IPTel Voice add-on requires a minimum of 100 kbps of uncongested upstream and downstream bandwidth for optimal quality.

Bundling Arrangements

IPTel Standard and IPTel Plus is an add-on option to be bundled with a TrueTelco highspeed Internet service.

CSG Waiver

The standard Monthly Charge and Setup pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG).

CRITICAL INFORMATION SUMMARY

TrueTelco IPTel add-on Service



Other Information

Usage Information

You can monitor your call usage by logging into your Account online at <https://portal.truetelco.com.au/portal/login>.

Priority Assistance

TrueTelco does not offer Priority Assistance. If you require Priority Assistance, Telstra is an alternative carriage service provider which does provide Priority Assistance.

Complaints Handling

Our complaints handling policy is available on our website. If you have a dispute with TrueTelco and wish to make a complaint, please contact our Customer Service team – specialist complaint resolutions officer via email complaints@truetelco.com.au.

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within TrueTelco, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

Customer Support

Customer Service

Email: sales@truetelco.com.au

Email: support@truetelco.com.au

Phone: 1300 873 833

This is a summary only – the full legal terms for your service are contained in your agreement with TrueTelco which is available at our website [TrueTelco Terms and Conditions](#).