

DESKPHONE

This summary may not reflect any discounts or promotions which may apply from time to time.

[Service Description, Pricing, Terms, and Conditions](#)

Pricing excludes GST

Effective 01 May 2023

Service Description

UTelecom Deskphone is a voice technology service that is supplied over your internet service. The internet service may be supplied by UTelecom (for example, an IP-Line connection) or by another service provider.

Minimum Terms

The Desk Phone service is available on 24 and 36-month contract terms.

Pricing

UTelecom offers four main Desk phone plans and two ATA plans, each with a standard monthly rental. Total minimum costs include \$9.95 ex gst handset delivery charge where applicable.

PLAN	SETUP CHARGE	MONTHLY RENTAL	TOTAL MINIMUM COST	
	24 /36 MONTH CONTRACT		24 MONTHS	36 MONTHS
Softphone-WEBEX BASIC (NO HANDSET)	\$0	\$24.95	\$598.80	\$898.20
Softphone-WEBEX STANDARD (NO HANDSET)	\$0	\$29.95	\$718.80	\$1,078.20
Softphone-WEBEX PREMIUM (NO HANDSET)	\$0	\$39.95	\$958.80	\$1,438.20
Standard (INCL STANDARD HANDSET RENTAL)	\$0	\$29.95	\$728.75	\$1,088.15
Cordless (INCL STANDARD HANDSET RENTAL)	\$0	\$29.95	\$728.75	\$1,088.15
Premium (INCL STANDARD HANDSET RENTAL)	\$0	\$49.95	\$1208.75	\$1,808.15
2-ports ATA (INCL ATA + 1 DESK PHONE LINE)	\$0	\$24.95	\$608.75	\$908.15
4-ports ATA (INCL ATA + 1 DESK PHONE LINE)	\$0	\$24.95	\$1806.35*	\$2,704.55*

* You can only select a 4-ports ATA if you have a minimum of 3 Desk Phone Line (ATA) users assigned to it. This cost includes 3 x Desk Phone lines (additional 2 x \$24.95 on the Monthly Rental)*.

Call Charges

Rates vary depending upon destination and call type.

Local Calls	Standard National Calls	Calls to Australian Mobile	International**	1300 & 13 Calls
Included	Included	Included	From 4c / minute	25.3 c / call

Requirements and Availability

Deskphone requires fixed broadband service and a wired Ethernet port. A Desk Phone handset is required unless you are on a Softphone plan. Each Desk Phone requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality call. To take advantage of the video calling and video meeting features of the Softphone plans, 2- 3Mbps of bandwidth of each concurrent video call for optimum quality is recommended.

Included Features

Desk Phone plans include handset rental (except any of the Softphone plans), a direct-in-dial geographic number (DID number), unlimited standard local and national calls, unlimited standard calls to Australian mobiles as well as a range of included features such as voicemail- to- email, call waiting and others. Acceptable Use Policy applies to included calls.

Optional Equipment, User Software and Features

A selection of optional equipment, features and user software are available, such as headsets, Hunt Groups, Auto Attendants, Receptionist Application and more.

Exclusions

Deskphone plans do not support 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 . Deskphone is not available for telemarketing, call centre function and similar uses.

Customer Service Guarantee 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 (which will apply to Desk Phone in certain circumstances). If a Customer Service Guarantee applies to the service you are ordering, a waiver will be set out in your Order Form. You will need to agree to waive this guarantee before we can supply you a Desk Phone service.

Other Information

UTelecom Customer Service	Complaints Handling	Further Options
<p>For assistance with existing services, please contact us as follows:</p> <p>Support P: 1300 008 835 E: support@utelecom.com.au</p> <p>Please contact us as follows if you are interested in signing up with UTelecom or adding new services:</p> <p>Sales P: 1300 008 835 E: sales@utelecom.com.au</p> <p>In case of billing inquiries, please reach out to us as follows:</p> <p>Billing P: 1300 008 835 E: billing@utelecom.com.au</p>	<p>If you wish to make a complaint, please contact our specialist complaint resolutions team by email at resolutions@utelecom.com.au</p>	<p>If you are not satisfied with our handling of your complaint and you have escalated this within UTelecom, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at www.tio.com.au/about-us/contact-us or by phone on 1800 062 058.</p>

UTelecom

Critical Information Summary

Other Charges

Other charges are available at <https://www.utelecom.com.au>

Your Devices

You may bring your own compatible device, or may purchase from us.

Early Termination Charges

If you cancel the service or number(s) before the end of your contract term, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months]). If the handset is not returned within 30 days of your service ending or is returned faulty, a fee will apply. At the date of this Order, a fee of \$179 will apply to each Standard or Cordless handset, \$399 for each Premium handset, \$49 for 2 port ATA and \$129 for 4 port ATA but this is subject to change.

First Month Charges

On a customer's first bill, they will be charged a pro-rata amount from the date their service is connected until the 30th of the month and a full month's charge for the following month.

Fair Use Policy

Customers must comply with UTelecom's Fair Use Policy, which prohibits the use of services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the network's integrity. UTelecom may take action if the Fair Use Policy is breached, including suspending or canceling the service or reducing its speed.

Need Support? We're here for you.

Visit <https://www.utelecom.com.au> or call: 1300 008 835 for our support options.

Complaints

If customers wish to make a complaint, they can call UTelecom's complaint line:1300 008 835 or contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit <https://www.tio.com.au/contact-us> if they'd like an independent investigation.

Legal Terms

The full legal terms for the Data Pooling plan are available on UTelecom's website, along with the Commercial Agreement between UTelecom and the customer.