



Critical Information Summary

Information about the service

The Service:

Hosted Voice is a voice telephony service that is supplied over your internet service. The internet service may be supplied by HM Telecom or by another service provider.

Connectivity

To access the Service, you may need a dedicated fixed line broadband Internet connection, such as NBN, ADSL 2+ or SHDSL.

Mandatory components

You may 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 for 1, 12, 24 or 36 month terms.

Important conditions

HM Telecom plans provide you with a PBX license with access to all standard PBX features. 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. HM Telecom 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. HM Telecom Hosted Voice is not available for telemarketing, call centre function and similar uses. 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.

Information about pricing

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|----------------------------------|---|
| Monthly PBX phone license charge | \$40.00 |
| DID price | \$1.10 per Ext |
| Calls to Local Numbers | Included |
| Calls to National Numbers | Included |
| Calls to mobiles | 22c per min |
| Calls to 13/1300 Numbers | 44c per call |
| Calls to 1800 Numbers | Free per call |
| Calls to International Numbers | Please visit: www.hmtel.com.au |
| Connection fee | From \$55 |
| Business hours porting | From \$30 per porting authority form |

The service is available for 1, 12, 24 or 36 month terms.

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) equal to your minimum monthly spend times the remaining months on your contract.

Other information

Usage information:

You can monitor your usage at www.hmtel.com.au

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 309 984 or by sending an email to info@hmtel.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>

This is a summary only. Please contact us for further information or visit our website for full Terms and

1300 309 984

info@hmtel.com.au

www.hmtel.com.au