



Critical Information Summary (POSTPAID)

*Kensler PTY LTD ABN : 81 134 213 862*

**Information About The Service**

*The service:*

POSTPAID hosted call management system including custom IVR and PBX call functionality.

*Bundling:*

This service is not conditional on any bundling arrangements but we do provide other services which you may wish to bundle with this service to receive a discount. Please contact us for further information.

*Mandatory components:*

A DID (direct in-dial phone number) will be required to use our service which is included with all realtime callmanager plans. A realtime callmanager DID can be leased or alternatively an existing VOIP service can be hosted on the realtime callmanager systems. Leased DID's can not be ported away from realtime callmanager.

*Minimum term:*

Postpaid services have a minimum term of 30days unless other wise specified

**Information About Pricing**

*Minimum monthly charge: (POSTPAID)*

| Plan  | STANDARD   | CALLCENTER            |
|---|--|-----------------------|
| Once off SETUP  | \$50.00  | \$500.00              |
| Minimum total charge  | \$50.00  | \$350.00              |
| Minimum total charge for 12 months                                | \$600.00   | \$4,200.00            |
| Minimum total charge for 24 months                                | \$1200.00  | \$8,400.00            |
| Cost of calling (voice) a national land-line or a national mobile | 10c/minute + flagfall  | 10c/minute + flagfall |
| Flagfall (call connection charge)                                 | 10c  | 10c                   |
| Voicemail retrieval   | 0c/minute  | 0c/minute             |
| Cost of calling national Mobile Numbers                           | 23c/minute + flagfall  | 23c/minute + flagfall |
| Max simultaneous calls  | 5  | 10                    |
| Calls to international numbers                                    | Realtime callmanager blocks calls to international destinations by default however individual destinations can be unblocked by request. Pricing for international destinations also available by emailing <a href="mailto:sales@callmanager.com.au">sales@callmanager.com.au</a> |                       |

You will be billed in 30 second increments. All prices are EX-GST

- Volume discounts and increased maximum simultaneous calls available.

*Maximum monthly charge:*

The maximum monthly charge depends on the number of calls made / received.

*Early termination charges:*

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

*Unit Pricing Information: (POSTPAID)*

|  |        |        |        |
|--|--------|--------|--------|
| Cost of making a 2 minute standard national mobile call (incl. flagfall)     | \$0.56 | \$0.56 | \$0.56 |
| Cost of making a 2 minute standard national / landline call (incl. flagfall) | \$0.30 | \$0.30 | \$0.30 |

**Other Information**

*Usage information:*

You can monitor your real-time usage at <http://login.callmanager.com.au> or by calling us on +61 (0)2 9086 9449.

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling +61 (0)2 9086 9449 or by sending an email to [support@callmanager.com.au](mailto:support@callmanager.com.au) if you have any questions or would like to give feedback or complain.

*Telecommunications Industry Ombudsman*

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.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

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

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