



www.callmanager.com.au

Critical Information Summary (PREPAID)

Kensler PTY LTD ABN : 81 134 213 862

Information About The Service

The service:

PREPAID 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:

No minimum PREPAID term.

Information About Pricing

Minimum monthly charge: (PREPAID)

Plan	STANDARD
Once off SETUP	\$50.00
Minimum total charge	N/A
Minimum total charge for 12 months	N/A
Minimum total charge for 24 months	N/A
Cost of calling (voice) a national land-line or a national mobile	15c/minute + flagfall
Flagfall (call connection charge)	10c
Voicemail retrieval	0c/minute
Cost of calling national Mobile Numbers	30c/minute + flagfall
Maximum simultaneous calls	5
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 sales@callmanager.com.au

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

- Volume discounts and increased maximum simultaneous calls available.

Maximum monthly charge:

N/A

Early termination charges:

N/A

Unit Pricing Information: (PREPAID)

Cost of making a 2 minute standard national mobile call (incl. flagfall)	\$0.75	\$0.75	\$0.75
Cost of making a 2 minute standard national / landline call (incl. flagfall)	\$0.40	\$0.40	\$0.40

Other Information

Usage information:

You can monitor your real-time usage and set-up usage low balance alerts 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 anytime or by sending an email to 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>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of March 2014.