



## Critical Information Summary Tangible Technology VoIP Plans

<b>Service Description</b>	Voice over IP or VoIP provides the ability to make and receive calls via your internet connection as opposed a traditional PSTN phone line.	
<b>Minimum Term</b>	1 month	
<b>Plan Name</b>	Business Standard	Business Premium
<b>Min Monthly Charge</b>	<b>\$30 per ext</b>	<b>\$45 per ext</b>
<b>Local/National</b>	Unlimited	Unlimited
<b>Mobile</b>	Unlimited	Unlimited
<b>13/1300/1800</b>	25¢ / call untimed	25¢ / call untimed
<b>Call Recordings</b> (excludes storage/hosting)		✓
<b>Call Reporting</b>		✓
<b>Outbound International calls</b>	25¢ per min	25¢ per min
<b>Concurrent Calls</b>	2	5
<b>Features</b>	<ul style="list-style-type: none"> <li>• The ability to make and receive concurrent calls</li> <li>• Voicemail to email</li> <li>• Business Hours Support</li> <li>• Advanced Features, IVR, Routing, Ring Groups, Operational Times, Queuing etc.</li> </ul>	
<b>Contract Termination</b>	No lock in contracts, terminate at any time at end of billing cycle.	

### Information about this Service

## Offer Exclusions

Calls not included in your plan will be charged at the rates listed in the table above.

### Offer Limitations

This service does not support calls to or from:

- Australian Premium Rate Numbers;
- some operator assisted numbers and special service numbers; and
- from international destinations that are flagged by our systems to be high risk for fraud.

This service is dependent on access to the internet. If there is a power outage that affects the power supply or your access to the internet, the VoIP service will not be available. This includes calls to emergency services on 000.

This service is not suitable for people with life threatening medical conditions that require priority assistance. Priority assistance services can be obtained here:

<https://www.telstra.com.au/consumer-advice/customer-service/priority-assist>

### Number Porting

You may port numbers over to use with this service. If the DID number supplied with this service is a number outside your calling zone you may not be able to port the DID number to another service provider. Porting charges may apply.

### Service provider

Vocus Communications Pty Ltd is the principal carrier whose network is used to provide this service. Despite our partnership with Vocus, Tangible Technology Pty Ltd is responsible for providing the VOIP service and associated features to you.

### Equipment

For optimal results, we recommend a low latency/high-speed internet service, and associated devices. Internet services and VoIP devices can be purchased from Tangible Technology. Equipment not supplied by Tangible Technology must be configured to work with our service. Our technical support team can assist with configuration.

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## Billing Information

Your bill is charged on the same date each month. This will be advise during the onboarding process.

### Service Activation Date and First Bill Charges

The service Activation Date is the date that your service is ready to use. Your first bill will include:

- the minimum monthly charge
- any number porting charges
- Handset devices, setup and initial configuration

### Payments

For business customers this a post paid service, you will be billed on 14 day terms. Invoices are delivered by email to your nominated email address.

## Other Information

### Access to call and data usage information

You can access your call and data usage by logging in to your customer account portal which will be supplied upon request.

### Customer Service contact details

Tangible Technology Pty Ltd (ABN 25 099 155 245)  
Support and Service

**1300 787 330**

Mon-Fri: 8am to 6pm AEST

Alternatively contact us via:

[National Help Desk - Tangible Technology](#)

### Customer Complaints

Submit your concerns via: [support@tangible.tech](mailto:support@tangible.tech)

Or call us on 1300 787 330

TIO Phone: 1800 062 058

<https://www.tio.com.au/contact-us>

The above information is based on the standard service offering and is only a summary. On occasion, Tangible Technology Pty Ltd may run special promotions or offer discounts in special circumstances. Prices are subject to change and the charging schedule will be updated accordingly.