

Critical Information Summary – SIP Trunk 20

Information about the service

Create your entire phone system in minutes. Create voice menus and interactive phone applications quickly through the Hosted PBX control panel. We built our Hosted PBX inhouse - so when you need help, you can count on us. Hosted PBX (or Virtual PBX) is designed to lower the cost of a phone system for your business whilst at the same time providing your business with previously unseen connectivity. Plug your extensions in anywhere in the world - you can expand your office to a different building, or your employees can work from home - or across the globe! It will work anywhere there's broadband.

Is the offer part of a bundle?	No
Is the customer required to buy any goods as part of the offer?	No
does the offer have any minimum term of use?	No

What Is Included:

This Encore VoIP plan includes great value call rates and also free Encore to Encore calls.

- 20 direct in dial numbers
- 20 lines

What Is Not Included:

Your plan does not include calls to 13/1300 numbers, Local/STD calls, mobiles, international calls and premium service numbers. Charges to these services will apply and are outlined below.

Information about the service

Your Minimum Monthly Charge **\$114.95**

Standard Charges

- | | |
|---------------------|--------------------|
| • Local Calls | \$0.10 Per call. |
| • National Calls | \$0.10 Per call. |
| • Australian Mobile | \$0.22 Per minute. |
| • 1300 Numbers | \$0.25 Per call. |

No Early Termination Charges Apply

Because Encore VoIP services are month-to month there are no early termination charges. The total minimum amount that you will pay is **\$114.95**

Charges to International Numbers

You will be charged if you make calls to international numbers:

* International Calls – To view International rates to overseas destinations see [here](#).

Other Information Call Usage Information:

ETS has spend management tools which are designed to assist you in managing your spend. You can check your monthly usage in your My Account Portal.

Customer Service Contact Details:

Phone: 1300 120 449 Email: Support@encorets.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing. For more information see our complaints handling policy.

Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be found at www.tio.com.au/making-a-complaint or by calling 1800 062 058