

TEKWORX BUSINESS VOICE – ISDN 10 / 20 / 30 CONNECT

INFORMATION ABOUT THE SERVICE

A Tekworx ISDN voice service is a business grade voice solution suitable for plugging directly to your phone system. ISDN connect comes with a varying number of “both way voice lines” and a block of telephone numbers specifically to allocating extension numbers across staff.

ISDN connect comes in blocks of 10 lines, 20 lines, and 30 lines. You may during the term of agreement increase the volume of lines.

INFORMATION ABOUT PRICING

HARDWARE

Tekworx will install a network termination device which plugs straight into your phone system. Tekworx’s ISDN voice product is suitable only for digital based phone systems, to check your phone system compatibility with your existing phone system please contact Tekworx at 1300 730 451. In all cases your phone system will require a PRI (Primary Rate Interface) card to work with Tekworx’s ISDN connect product.

MINIMUM TERM

24 months.

ACTIVATION/CONNECTION FEES

The following connection fees apply to Tekworx’s ISDN Connect voice products;

24 month term - \$0.00

36+ month term - \$0.00

MONTHLY MINIMUM CHARGES

Your monthly SIP voice charges are based on the number of lines you choose, coupled with add-on services you also take (refer to additional charges section). In addition to monthly fees for Tekworx’s ISDN Connect products and any add-on features or benefits you choose, you will be billed for calls made from the service. The following monthly line rental fees are as follows; all prices exclude GST.

ISDN 10 – 24Mths - \$199.95

ISDN 10 – 36Mths - \$174.95

ISDN 20 – 24Mths - \$399.94

ISDN 20 – 36Mths - \$349.95

ISDN 30 – 24Mths - \$579.95

ISDN 30 – 36Mths - \$489.95

Minimum Call Spend – You will be charged a minimum call spend per month per line/channel of \$15. For example, if you have an ISDN Connect 10 your monthly minimum call spend will be \$150 per month.

STANDARD CALL CHARGES

The following call usages charges apply to the ISDN Voice product, although your Tekworx sales representative will assist to determine which call rates apply to your business;

TIER 1

Locals Calls – 12.75c per call (no flagfall*)

National Calls – 11.5c per minute (17c flagfall*)

Calls to Mobiles** - 25.5c per minute (17c flagfall*) (2 minute national mobile calls will cost 62.5c)

TIER 2

Locals Calls – 12.75c per call (no flagfall*)

National Calls – 11.5c per minute (5c flagfall*)

Calls to Mobiles** - 22c per minute (5c flagfall*) (2 minute national mobile calls will cost 49c)

**Calls to mobiles are Australian numbers only.

ADDITIONAL CHARGES

In-dial ranges or Number Blocks are a mandatory add-on product to the ISDN Connect voice product. You must select one of the following options to be included with your lines; Prices are charged monthly and exclude GST.

CRITICAL INFORMATION SUMMARY



100 Number Block - \$44.80

Extension Level Billing – Allows you to see the call usage costs accrued per phone extension in your business - \$77 per month exc GST

Emergency Re-Direction Fee – If you require Tekworx to set up a call re-direction Fee within 4 hours a one-off charge of \$400 ex GST.

Relocation Fees – The following one-off SIP voice relocation fees apply;

Relocation - \$2,000 if service is within the initial contract term selected.

EARLY TERMINATION CHANGES

If you cancel your service within the contract term, Tekworx will charge you the remaining months of the contract term. If you relocate to an area where coverage for Tekworx's ISDN Connect Voice product does not exist, early termination fees will apply.

OTHER INFORMATION

In addition to Tekworx e-mailing data usage notifications when your monthly usage allocation reaches 50%, 85% and 100%, you can monitor your monthly usage profile by visiting www.tekworx.com.au.

Customer Support & Complaints Procedure

To seek customer support or to make a complaint, please contact us at:

Ph: [1300 730 341](tel:1300730341)

Email: feedback@tekworx.com.au

For full contact information please visit our website.

Further Investigation

If we cannot resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058