

# Critical Information Summary

## PAYG “Pay As You Go” Hosted VoIP

### Information About The Service

Ministry of Tech offers a business grade Hosted VoIP Service. Hosted VoIP consists of one or more VoIP telephones that connect directly to our hosted phone servers and are suited for small offices that need only a few phones. There is no equipment to buy or maintain and installation is as simple as plugging the phones into your network.

Hosted VoIP phones are owned by us and maintained by us so you just need to know how many you need.

We do recommend you conduct a speed and jitter test prior to ordering this service.

<http://argyle.speedtestcustom.com>

If you have any queries in relation to the technical requirements please speak to our customer support team prior to ordering the service.

### Minimum Term

The minimum contract term is 12 months. You can cancel this service at any time after the minimum term by emailing [accounts@ministryoftech.com.au](mailto:accounts@ministryoftech.com.au) No cancellation fees apply.

### Simple Pricing

With Hosted VoIP you pay a monthly charge per phone that covers the phone, maintenance and support. And at the end of the month we will bill you for your calls.

Pricing	Reception Phone	Cordless Phone	BYO Handset	Desk Phone	Mid Range Desk Phone
Monthly Fee	\$37	\$30	\$15	\$23	\$30
Minimum Charge <small>(12mo)</small>	\$444	\$360	\$180	\$276	\$360
Phone Model	T54W	W73P	BYO*	T31G	T53
	<b>Call Charges</b>				
Local and National	9c				
Australian Mobile	14c per minute + a 14c connection fee				
13/1300	28c				
1800	Free				
International	From 2.9c billed per minute - See website or enquire with us				

*Note\*: BYO handset must be compatible - talk to us to confirm.*

*Timed call types are billed per second.*

*All Prices include GST*

## Set Up Fees

There are no setup fees associated with these services, however a service call may be required to physically connect the phones at your premises if you desire.

## Additional Charges

No outbound calls are included within the Phone monthly charges.

Each phone will need to plug into an available LAN network port and a plug-pack is provided to power each phone. Additional Charges may apply if you require us to connect the phones and for alterations to your network to support the phones.

We are able to churn your existing phone number to our Hosted service so that you can keep that advertised number. There are no Churn fees charged by us, however your existing carrier (the losing carrier) may charge a "Local Number Porting Fee" - you should check this with them.

## Other Information

This information applies to our VoIP call plans currently appearing on the Ministry of Tech website. The information contained herein does not apply to grandfathered plans or to plans not advertised on the Ministry of Tech website.

## Customer Service Contact Details

You can contact Ministry of Tech customer service via phone 1300 668 669, email [support@ministryoftech.com.au](mailto:support@ministryoftech.com.au) or via the online enquiry form at [www.ministryoftech.com.au/contact-us/](http://www.ministryoftech.com.au/contact-us/)

## Complaint Escalation Process

If you are dissatisfied with the performance of a product or the customer service we provide and wish to escalate the matter further please see our Complaint Escalation Process on our website [www.ministryoftech.com.au/complaints/](http://www.ministryoftech.com.au/complaints/)

## Early Termination Charges Apply

Our Hosted VoIP plans are month to month services with a minimum term of 12 months.

The minimum charge for each phone is listed in the table above and the balance of the minimum charge will be payable immediately if the service is terminated prior to 12 months.

## Configuration Charges

Please refer to our website for charges relating to any onsite or remote access required to configure your equipment to work with our services.

## Access Your Call Records

You can access your call usage information by logging in to your customer account.

## Billing Information

The VoIP Trunking access fees are billed in advance and call charges are billed in arrears.

### Contact Details

Ministry of Tech  
Phone: 1300 668 669  
[support@ministryoftech.com.au](mailto:support@ministryoftech.com.au)  
ABN: 70 213 671 832