

# 2talk Cloud 20

## Critical Information Summary

### Information About the Service

#### Service Description

2talk Cloud Voice is a Voice over IP (VoIP) service delivered onto your IP phone, IP PBX, Softphone or SIP V2 Device. Internet connectivity is not included in the cost of the 2talk Cloud Voice service. Customers must bring their own Internet.

#### Minimum Contract Term

This plan is available on a month-to-month basis and there is no contracted term beyond one month. If you cancel your service before the end of a billing period 2talk will not credit you for any unused days remaining in your current billing period. There are no early termination fees.

#### Cloud PBX Features and Availability

This plan includes access to all the Cloud Voice features to enable you to use this service. Cloud Voice features are available to all customers. Features are only limited where a customer has purchased "DID Numbers".

#### Service Availability

2talk Cloud Voice requires a mobile and/or fixed broadband internet service. Each VoIP call requires a minimum of 100kbps of uncontested upstream and downstream bandwidth for optimal quality.

2talk Cloud Voice services can be used to call the emergency number 000, however you should not regard any VoIP service as a reliable service in an emergency, such as during a power outage. VoIP services are not recommended if you/another resident have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line.

#### Pre-paid Service

Services are supplied on a prepaid basis. This includes calling, plan add-ons and number porting. Sufficient credit must be maintained on the customer account at all times to ensure there is no disruption to service.

2talk reserves the right to suspend accounts that are overdue by more than 30 days. Should the account remain overdue for more than 60-days, the service will be cancelled and all inbound numbers (DID's) will be released. Numbers, once released, cannot be re-connected.

#### Payments?

Payments for this service are made via credit card. Alternative arrangements to pay via direct credit into our bank are available on request. Customers will be provided with access to an online customer portal, which will allow the customer to view and manage account billing and payments including statements, payment receipts and history, service subscriptions, and usage reporting.

#### Billing and Usage Information

Your account is charged fixed monthly fees on the same day each month. This date is called your Bill Date and is the date your account was created, (e.g. 10 July, 21 September). You will be issued with a Statement at the end of each Bill Period that summarizes the service use along with any payments made into the account during the billing period. To access full usage information log in to your customer account via the online web portal. Your first monthly statement may include partial month charges from when the service was activated until the next billing date.

## Plan Usage Information (AUD including GST)

Plan Price Per Month	\$20
Minimum Total Cost	\$20
Numbers Included	2 x Australian Regional Cloud PBX Numbers
Channels Included	2
AU Landline Included	N/A
AU and Country Bundle Minutes Included	800 minutes
AU Landline Calls	3c per min
AU Mobile Calls	12c per min
13/1300 Calls	25c per call
International Calls	<a href="https://www.2talk.com.au/rates.html">https://www.2talk.com.au/rates.html</a>
Call Rating	Per Minute
Plan Add On's	Cloud PBX Numbers, DIDs, 1800 & 1300 Numbers, Channels

This service does not support calls to Australian Premium Rate numbers (i.e. 190x) and destinations that are in 2talk's opinion high risk. Caller ID cannot be guaranteed to international destinations

## Other Information

### Customer Service Contact Details

Phone: [1300 215 426](tel:1300215426)

Website: [www.2talk.com.au/contact](http://www.2talk.com.au/contact)

You can update your payment details and check your usage status and log a support ticket at any time by logging into your 2talk account.

### Complaints and Disputes

If you have a complaint or a dispute please visit [www.2talk.com.au](http://www.2talk.com.au) where you will find full contact details for our complaints department, as well as a copy of our complaints and disputes resolution processes.

### Telecommunications Industry Ombudsman

If you are not satisfied with how your complaint has been handled by Dodo, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at [www.tio.com.au/contact-us](http://www.tio.com.au/contact-us).

This is a summary only - the full Terms and Conditions for this plan can be found at [www.2talk.com.au](http://www.2talk.com.au). Updated: 01/07/2020