

## Critical Information Summary Microsoft Teams Voice Calling Plan

### Information about the service

The Ace Microsoft Teams Voice Calling Plan connects to Office 365 utilising Direct Routing to use the Microsoft Phone System service.

### Minimum Plan Term

There is no minimum contract term.

### What's Included

The following is included:

- 2 Lines
- Local and National Calls\*
- 2000 Minutes to Mobiles\*
- 10 Direct Numbers

\* Acceptable Use Policy applies. Telemarketing, call centre and similar use not permitted. You must not resell the service. Excess mobile minutes charged at 18c per minute. Each mobile call is calculated or charged at a minimum charge of 1 minute and per second thereafter.

### What's Not Included

Any phone calls not included will be charged at the applicable rates. Microsoft Licensing and Microsoft Phone System deployment and configuration. Full details on Microsoft Licensing requirements online at [www.acecommunications.com.au/phone/microsoft-teams-voice-calling-plan/](http://www.acecommunications.com.au/phone/microsoft-teams-voice-calling-plan/).

### Information about pricing

#### Monthly Charge

The monthly charge for the Ace Microsoft Teams Voice Calling Plan is \$125.

Additional lines can be added at a cost of \$65 per month. Each additional line includes an additional 1000 minutes of calls to mobiles\*. Additional 10 direct numbers can be added at a cost of \$10 per month. Additional 100 direct numbers can be added at a cost of \$50 per month.

#### Call Charges

Call charges from your Ace Microsoft Teams Voice Calling Plan are as follows:

<b>Local Calls</b>	Included*
<b>National Calls</b>	Included*
<b>Mobile Calls</b>	2000 minutes to Mobiles included*
<b>13/1300</b>	40c untimed
<b>International Calls</b>	From 1.9c per minute, please refer to <a href="http://www.acecommunications.com.au/phone/ace-voip-hosted-pbx/ace-voip-international-call-rates/">www.acecommunications.com.au/phone/ace-voip-hosted-pbx/ace-voip-international-call-rates/</a> for a full list of our International rates

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### Connection Fee and Hardware Charges

A \$149 Set-up Fee applies. If you wish to port in a phone number/s from your existing telephone provider there is no charge to port a single phone number. Additional single numbers \$22 per number, Category C/Complex Port \$220 per batch.

### Early Termination Fee

There is no Early Termination Fee. Any cancellations require 30 days notice.

### Mandatory Component of the Service

There are no mandatory components of the Ace Microsoft Teams Voice Calling Plan that you must purchase from Ace. The plan is a standalone service.

## Other Information

### Internet Service and Microsoft Licensing

A high speed and reliable Internet service and appropriate Microsoft Licensing is required. Full details on Microsoft Licensing requirements online at [www.acecommunications.com.au/phone/microsoft-teams-voice-calling-plan/](https://www.acecommunications.com.au/phone/microsoft-teams-voice-calling-plan/).

### 000 Emergency Dialling

Due to possible technical issues beyond our control, the Ace Microsoft Teams Voice Calling plan is not always guaranteed to provide access to 000 emergency services. We do not recommend that you use this service as your sole telephone service/system. For your protection, please ensure you always have an alternative means of dialling the 000 emergency services. If you intend to use a mobile telephone to dial 000 emergency services please read 'Calling Triple Zero from Your Mobile' available online at <https://amta.org.au/calling-triple-zero-from-your-mobile/>. In the event that you dial an emergency service number from the service, the service address provided by you to Ace Communications will be displayed to the emergency services operator. It is your responsibility to notify Ace Communications of any changes to your service address details.

### Billing

Your bill will be issued in the first week of each calendar month. Customers paying by direct debit from a credit card or from a bank account will be debited on the 10<sup>th</sup> of each month (or the next business day). Customers paying by invoice have 14 days to pay from the date of invoice.

### Call Usage Information

You can track your call usage through My Ace Account by going to [www.acecommunications.com.au](https://www.acecommunications.com.au) and clicking on Customer Login followed by My Ace Account. You will need your My Ace Account login details which will be emailed to you at the time of connection.

### Contacting our Support Team

You may contact our support team either by phone on 1300 223 266 or by sending an email to [support@acecommunications.com.au](mailto:support@acecommunications.com.au). Please note emails must be sent from the email address you provided us at the time of applying in order for us to identify you. Our support hours are 9am to 8pm Monday to Friday and 10am to 3pm Saturday (all times AEST).

### Complaint Handling

If you would like to make a complaint about your service please contact our customer support team using the details listed above. You may review our Complaint Handling Process online at [www.acecommunications.com.au/legal-and-policy-documents/](https://www.acecommunications.com.au/legal-and-policy-documents/).

### TIO (Telecommunications Industry Ombudsman)

If you are not satisfied with the resolution of your complaint you may contact the TIO by phone on 1800 062 058 or for other contact details please visit [www.tio.com.au/about-us/contact-us](https://www.tio.com.au/about-us/contact-us).