

## Critical Information Summary

All prices and charges listed are inclusive of GST

### Information about this service

NetSIP Trunking provides you with an IP voice service delivered via your Internet connection. This allows you to connect a SIP compatible phone system (PABX) or other SIP compatible device to traditional telephone networks to make and receive calls.

Aussie Broadband provides a connected NBN service that provides your internet connection via Orbitel Pty Ltd.

### Minimum Term

The minimum contract term is 1 month.

Details	Description	Amount
Phone line Rental	Monthly	\$49.00 Per Line
1300 Phone Number	Monthly	\$10.00
1800 Phone Number	Monthly	\$10.00
NBN - Standard	50/20 Speeds Unlimited	\$110.00
NBN - Bix Max	100/40 Speeds Unlimited	\$130.00

## Call Costs

Details	Amount
Phone line Rental	All Local and National called included
1300 Phone Number - Inbound	8.5 cents per minute
1800 Phone Number - Inbound	12 cents per minute

## We're here to help

### **Billing Information**

Your current account balance including details of your past and present billings are available online at [orbitel.au](https://www.orbitel.au).

### **Customer Service Contact Details**

You can contact Orbitel customer service via phone 08 8348 3339, email [support@orbitel.com.au](mailto:support@orbitel.com.au) or via the online enquiry form at <https://www.orbitel.au/>

### **Access your call records**

You can access your call and data usage information by requesting a monthly call log from [support@orbitel.com.au](mailto:support@orbitel.com.au).

### **Complaint Escalation Process**

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing via email to [adam@orbitel.com.au](mailto:adam@orbitel.com.au).

### **Telecommunications Industry Ombudsman**

If we still cannot resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Breeze Connect first and is an option of last resort. You can contact the TIO by phone on 1800 062 058 or by visiting [tio.com.au/contact-us](https://tio.com.au/contact-us).

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