

Cloud Voice

Information about the service

AussieTel's Cloud Voice service is a feature rich cloud telephony and unified communications service that is supplied over the internet or private data network.

Requirements and Availability

Cloud Voice requires a data network (fixed internet or mobile data) to make and receive phone calls. Each active concurrent Cloud Voice service requires 100kbps of available bandwidth (up & downstream) for the best performance and quality.

A handset is be required (if required, this can purchased from AussieTel) to initiate and receive calls on the public network. Alternatively, a softphone may be used on a PC, Tablet or Mobile Device to initiate and receive calls.

Minimum Term

This is a month-to-month service. The minimum term is 1 month.

Monthly Chargers

User Types	Monthly Charge
Business	\$40
Business Premium	\$50
Executive	\$45
Executive Premium	\$55

All prices are inclusive of GST.

Call Charges

All User Types include Standard Local, National and Mobile Calls within Australia & New Zealand. Calls to 13/1300 are charged a flat rate of 35cents per call.

Billing

Your billing cycle will begin on the 1st of each month. We will bill you in advance for the minimum monthly charge and features.

Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Early Termination Charges

There are no Early Termination Charges if you cancel this plan however, if you do cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.

Customer Service

If you have any questions regarding setting up a new Cloud Voice service or about your existing Cloud Voice service, you can call us for sales, billing or support on 1300 007 775. Or you can email us at gday@aussietel.com.au

Complaints Handling and Dispute Resolution

If you have a complaint or are not satisfied with your service request from our service desk, you can escalate your complaint to complaints@aussietel.com.au

Telecommunications Ombudsman

If you are not satisfied with the outcome after escalating as per the above process, you may seek assistance from the Telecommunications Ombudsman at online at www.tio.com.au or by calling 1800 062 058