



Critical Information Summary

BUSINESS FIXED TELEPHONY



DEVELOPED BY

THE UPLINK TELECOM

Level 14, 275 Alfred Street,
North Sydney, NSW 2060

www.theuplink.com.au



CRITICAL INFORMATION SUMMARY

UPLINK BUSINESS FIXED TELEPHONY

Information about the Services

Here's a quick summary of all the important information about the IP Voice plans. The service is a post-paid Business Voice service delivered via your Internet connection

Minimum Term is 24 months.

Other Important Conditions

Offer available to approved customers only.

Services are provided under our Standard Form of Agreement <http://www.theuplink.com.au/important-documents>

Fair Use and Acceptable Use Policy Apply - <http://www.theuplink.com.au/important-documents>

Early Termination Charge applies (except during any applicable cooling off period).

Information About Pricing

Product	Ultimate PAYG	Ultimate National	Ultimate Unlimited
Monthly Access Fee	\$ 15.95	\$ 39.95	\$ 49.95
Standard Local Fixed Calls	\$ 0.10 per call	Included	Included
Standard National Fixed Calls	\$ 0.15 per call	Included	Included
Fixed to Mobile Calls	\$ 0.15 per minute	Included	Included
13/1300	\$ 0.40 per call	\$ 0.40 per call	Included
International	Standard International IP Rates		
Minimum Spend Over 24 Months	\$ 382.80	\$ 958.80	\$ 1198.80

International Call Rates can be found at <http://www.theuplink.com.au>. All Included calls are subject to The Uplink Telecom's Fair and Acceptable user Policy which can be found at <http://www.theuplink.com.au/important-documents>

Early Termination

The Early Termination Charge is up to \$299. The full Charge is applicable if cancelling within the first 12 months. After the first 12 months this will be pro-rated by the number of months remaining in the Minimum Contract Term.

Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

Phone: 1300 280 140 - Monday to Friday (9am-5pm AEST)
Email: info@theuplink.com.au
Website: www.theuplink.com.au
ABN: 30 649 122 145

Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy.
<http://www.theuplink.com.au/important-documents>
or call us on 1300 280 140 Monday y (9am-5pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

The Telecommunications Industry Ombudsman

Phone: 1800 062 058.
Email: tio@tio.com.au
Website: www.tio.com.au

*Please note this is only a summary, if you would like more information regarding this offering, please contact us.
Pricing mentioned was correct at the time of printing.*



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Availability	An internet service with a minimum of 100/100 kbps per concurrent call is required. You can utilize an existing internet connection or request a new service from The Uplink Telecom. Applicable internet charges apply. In addition to an inter-net connection an IP capable modem / router, IP Phone or an IP enabled PBX is required. These can all be sourced additionally from The Uplink Telecom if required.
Hardware	An internet service with a minimum of 100/100 kbps per concurrent call is required. You can utilise an existing internet connection or request a new service from The Uplink Telecom. Applicable internet charges apply. In addition to an internet connection an IP capable modem / router, IP Phone or an IP enabled PBX is required. These can all be sourced additionally from The Uplink Telecom if required.
Bringing Over Existing Number	One "Simple Port" per service is included. If the number you would like to bring over is considered a complex port then a \$55 Complex Port fee will apply.
Billing	We will bill you in advance for the Monthly Access Charge features. Your bill will include charges for part of the month from the month from when you signed up to your plan until the end of that billing period, as well as the Monthly Access Charge in advance for the next billing period.

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