Critical Information Summary

Maxo Telecommunications Pty Ltd | ABN: 92 129 852 526

MaxoTel Business SIP Trunking
Voice Line PAYG-19

Information about the service

Our business services are targeted specifically to small to medium businesses and are designed to function with a broad range of customer environments and hardware configurations.

Is the offer part of a bundle?	No
Is the customer required to buy any goods as part of the offer?	Optional (See below)
Does the offer have any minimum term of use?	No

What Is Included:

This Business SIP Trunking plan includes great value call rates and also free MaxoTel to MaxoTel calls.

What Is Not Included:

Your plan does not include calls to 13/1300 numbers, Local/STD calls, mobiles, international calls and premium service numbers. Charges to these services will apply and are outlined below.   This plan does not include any handsets or other hardware or equipment.

SIP-Compattible VoIP Handset(s) or PBX Required

In order to use this service, you will need a VoIP telephone handset, PBX, ATA or software compatible with the SIP protocol. MaxoTel recommends using this service with handsets purchased from the online shop at www.maxo.com.au/shop to ensure that you have a compatible and supported device. Alternatively, you may provide your own SIP compatible VoIP equipment or software. For more information about compatible equipment and software please see www.maxo.com.au/support/configuration-guides

Charges for using this service

The minimum monthly charge for this plan is **$114.95**
In addition to the minmum monthly charge, the following call rates apply...

Call Rates	
Internal Calls	Free
Local & National Calls	$0.10 Untimed
Calls to 13 Numbers	$0.25 Untimed
Calls to AU Mobile	$0.14 per minute Billed per second (minimum charge $0.01)

Inbound to 1300	$0.08 per minute Billed per second (minimum charge $0.01)
Inbound to 1800	$0.10 per minute Billed per second (minimum charge $0.01)
1345 "Back-to-Base" Alarm Calls	25c per call

No Early Termination Charges Apply

Because Maxotel VoIP services are month-to month there are no early termination charges. The total minimum amount that you will pay is $114.95

Charges to International Numbers

You will be charged if you make calls to international numbers. International call rates will vary from time to time based on a number of factors. Please see our website for up-to-date international call rates.

* International Calls – To view International rates to overseas destinations see
https://www.maxo.com.au/international_call_rates

Other Information

Call Usage and Spend Management

MaxoTel have spend management tools which are designed to assist you in managing your spend. You can check your monthly usage in your My Account Portal.

The My Account portal can be found at: https://my.maxo.com.au/

Customer Service Contact Details:

Phone: 1800 12 12 10
Email: support@maxo.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing. For more information see our complaints handling policy.

Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at www.tio.com.au/making-a-complaint or by calling 1800 062 058.