

Dedicated SMS Number

Critical Information Summary

Information about the Service

The Service

Dedicated SMS provides a mobile number that is unique to just your business to receive SMS on.

Received SMS are delivered to your nominated email address.

Having a dedicated mobile number to receive SMS on enables your customer to initiate an SMS communication with your business, such as responding to a promotion, requesting information, making a booking for an appointment.

The service also includes our Email SMS service enabling you to send SMS via your standard email service.

We provide you with an interactive interface where you can manage service preferences and view usage reports in real time.

A dedicated SMS number may take 2 to 3 business days to allocate the new number.

Bundling

This service is not conditional on any bundling arrangements.

Minimum Term

1 month unless otherwise agreed or specified in an offering.

Information about Pricing

Fees are charged as per the rate plan you select as shown in the following table.

All prices include GST.

	SILVER	GOLD	PLATINUM
Setup fee	Nil	Nil	Nil
Monthly fee	\$50	\$75	\$90
Value of SMS included in the monthly fee	\$20	\$45	\$50
Send to Australian mobile	12c each	10c each	8c each
Receive SMS replies	Nil	Nil	Nil
Fees to change your settings	Nil	Nil	Nil
Complex configurations and custom setups	Quoted for on request		
Non direct debit manual handling fee	\$3.95 per month per account		

Minimum Monthly Charge

Silver: \$50

Gold: \$75

Platinum: \$90

Where payment is made by manual bank transfer then a fee of \$3.95 per month per account is added to any of the above monthly fees.

What's Included

Silver: \$20 worth of SMS.

Gold: \$45 worth of SMS.

Platinum: \$50 worth of SMS.

A TelcoEdge interface where you can manage your service settings and access usage reports in real time.

What's Not Included

Dishonour and late payment administration fees may apply where invoices are not paid in full on time.

Non direct debit manual handling fee where payment of monthly invoice is not made by credit card or bank direct debit.

SMS to international destinations, please contact our service desk.

Cancellation

7 days' notice.

No cancellation fee applies.

Monthly service fee for the current month at time of cancellation is not refunded.

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Other Information

On-line Access

Log into your TelcoEdge interface any time at <https://secure.telcoedge.com.au/voffice/> to access usage reports and manage your service settings in real time.

International Use

You can send SMS to international destinations by entering the standard international country code dialing prefix. Please contact our sales desk for further information and pricing.

Full Terms and Conditions

Product and pricing information is correct at time of printing. This critical information is a summary only.

Our full terms and conditions on which we provide our products and services are provided at <http://telcoedge.com.au/terms-and-conditions>

Billing

Our invoices are sent to you each calendar month by email. The invoice date usually coincides with the day of the month you commenced subscribing to a TelcoEdge service. Each invoice includes the monthly service fee in advance of the next month, and usage of the service for the past month that is in excess of the usage included free with the plan.

Contact Details

If you have any questions regarding your service please contact us on Phone: 1300 20 88 20 between 8:00am and 5:00pm ACT and ACDT Monday to Friday, or Email: service@TelcoEdge.com.au

If we are unable to resolve your issue to your satisfaction please visit our Dispute Resolution policy provided at <http://telcoedge.com.au/policies>

If you are still not satisfied with the steps TelcoEdge has taken to resolve your issue you may contact the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints as a last resort and only after you have already attempted to resolve your issue with TelcoEdge. You can visit the TIO at www.tio.com.au or call them on 1800 062 058.

Thank you for Choosing TelcoEdge

If you have any questions regarding your service please contact us on

Phone: 1300 20 88 20

Email: service@TelcoEdge.com.au