

## Jet IT Connect - Business phone system

### Critical information summary

#### INFORMATION ABOUT THE SERVICE

##### Service Description

Jet IT Connect is a voice telephony service that is supplied over your internet service (sometimes called voice over internet protocol or VOIP). The internet service may be supplied by us or by another service provider.

##### Requirements and Availability

Jet IT Connect requires an internet connection. If you choose a softphone only option, you require access to download the Cisco Webex application on a smartphone or PC device. Each Jet IT Connect requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

##### Included Features

Jet IT Connect plans include:

- unlimited standard local and national calls, unlimited standard calls to Australian mobiles; and
- a range of included features such as hunt groups, interactive voice response menus, speed dial codes, busy lamp fields, call forwarding, voicemail-to-email and personal call park.

Optional extras and their prices are no longer available.

##### Minimum Service Term

Jet IT Connect is available on 12, 24 or 36 month contract terms.

##### Exclusions

Jet IT Connect does not support 19/1900 number calls, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. Jet IT Connect is not available for telemarketing, call centre function and similar uses.

## CHARGES

### Monthly Charges

Plan (with device)	Activation Charge		Monthly Charge		Total Minimum Cost	
	12	24 / 36	12	24 / 36	12	24 / 36
JetIT Connect User License (Softphone only)	\$25.00	\$25.00	\$25.00	\$25.00	\$325.00	\$625.00
Cordless Handset - W60	\$45.00	\$35.00	\$45.00	\$35.00	\$585.00	\$875.00
Black & White Handset - T53W	\$45.00	\$35.00	\$45.00	\$35.00	\$585.00	\$875.00
Colour Handset - T54W	\$55.00	\$40.00	\$55.00	\$40.00	\$715.00	\$1000.00
Executive Handset - T57W	\$65.00	\$45.00	\$65.00	\$45.00	\$845.00	\$1,125.00
Corded Mono USB Headset - Jabra EVOLVE 20	\$35.00	\$30.00	\$35.00	\$30.00	\$455.00	\$750.00
Corded Stereo USB Headset - Jabra EVOLVE 40	\$40.00	\$32.50	\$40.00	\$32.50	\$520.00	\$812.50
Wireless Bluetooth Mono Headset - Jabra EVOLVE 65	\$55.00	\$40.00	\$55.00	\$40.00	\$715.00	\$1,000.00

### Call Charges

Call Charges					
Plan	Local Calls	Standard National Calls	Calls to Australian Mobiles	International	1300 & 13
All Plans*	Included	Included	Included	From 2c/minute	30c connection fee

### Early Termination

- If you cancel the service before the end of your contract term (12 months, 24 months or 36 months), Early Termination Fees (ETF) will apply.
- ETF is calculated as the monthly charges multiplied by the balance of the contract period, capped at 6 months' worth if you are on a 12 month contract, or 12 months' worth if you are on a 24 / 36 month contract.
- If the handset and/or headset is not returned within 30 days of your service ending, or is returned faulty (excluding fair wear and tear), a fee of \$149 will be charged to you for each unreturned device.

## OTHER INFORMATION

### Required Equipment

A selection of optional equipment, features and user software is available, such as headsets, Hunt Groups, Auto Attendants, receptionist application and more. Prices will depend on the options you select.

### Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on 1300 997 306.

### Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at: [complaints@jetit.com.au](mailto:complaints@jetit.com.au).

**Ombudsman**

If you are not satisfied with our handling of your complaint and you have escalated this within Jet IT Connect, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us) or by phone on 1800 062 058.

**Legal terms**

This is a summary only – the full legal terms for your service are contained in your agreement with Jet IT Connect which is available [on our Terms of Service page.](#)