"Calls-Included Plan" Critical Information Summary

"Calls-Included Plan" is a business plan that includes calls to Australian Standard Landline (02,03,07, 08 prefixes) and Australian Mobile Numbers. (04 prefixes)

It is sold on a per-channel, per month basis. Each Channel is able to handle up to one call (inbound or outbound) at a time.

This is a virtual product - you are required to provide all required equipment to utilise the Channel (such as a suitable telephone system). Any BluePackets provided phone system (rented or purchased) is considered to be a suitable telephone system.

Minimum Term and Minimum Cost

Unless otherwise contracted, this service is on a month-to-month basis. A minimum cost of $33/channel/month applies and is billed in advance. Any usage based charges are billed in arrears.

Specific Exclusions/Additions

All other call types are charged on a usage basis, specifically:

- 13x numbers are charged on a per-call basis
- Premium rate, Satellite, International numbers are charged on a per-call and/or time basis.

Please see our Usage Based Rates further below for details.

Designed usage

The Calls-Included plan is intended for use in normal business operations where calls are made and received via telephone, and not for situations of intensive or high volume usage.

Specific excluded usage

- Call Centre operation (inbound or outbound)
- Marketing or customer contact teams
- Outbound only call situations, or part of a least-cost call rating system.

Acceptable Usage Policy

This is not intended as an 'all you can use' plan. We want to work with all our customers to ensure that this offering remains viable for all users to enjoy.

BluePackets may consider your usage to be excessive if:

- It has an adverse and unreasonable impact on other users on the system
- On a per-channel basis if your call volume is in excess of 3.5x the mean call volume per channel over BluePackets client base. Volume being defined as total call time, or quantity, which ever is greater.
- If it is apparent in the opinion of BluePackets that you are not using the service in good-faith, or against the Designed Usage
- If at least 35% of your call volume is not inbound calls.

If deemed Excessive BluePackets will give notice via email, and request correction of the situation. If the usage pattern does not correct within 24hrs of notice being received, then BluePackets reserves the right to charge for all the calls on a usage basis. The charging will start from when the initial notice was given.

At its discretion, BluePackets may permanently revoke the offer and move the client to a usage-based charging system. This will be implemented with notice, and as a last resort.

Usage Based Rates:

Item Description	Price per Item
SIP Channel/DID. G711 codec supported.	$7.00 per channel per month (VoIP phone line)
Single number hosting charge	$2.20 per number, per month.
Calls to standard Australian Landline numbers^#	11 cents per call (untimed to local and national numbers)
Calls to Australian Mobile numbers^#	18.7 cents per minute (timed). Minimum charge of 1 cent. Billed in 1 second increments.
Calls to Australian 1800 numbers	Free (untimed)
Calls to Australian 13 and 1300 numbers#	33 cents per call (untimed)
100 Number Direct In dial range (if required)	$66 per month

Other Critical Information

International Calls

A multi-page rate card outlining international call rates is available via your BluePackets Account Manager, alternatively you may Contact Us

Call data

Call usage will be delivered electronically each month to the designated account contact.

Contact and Complaints

You can contact us:

1. Telephone (business hours): 1300 664 262
2. Email: telephony@bluepackets.com.au
3. Post: PO Box 5478, Kingston ACT 2604

Telecommunications Industry Ombudman

If we are unable to resolve your complaint in a satisfactory manner you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. the TIO can be contacted by calling 1800 062 058 , or on the TIO website: tio.com.au/making-a-complaint