

## BIZ ELITE PACK

***This summary does not reflect any discounts or promotions which may apply from time to time.***

### INFORMATION ABOUT THE SERVICE

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#### SERVICE DESCRIPTION

The Real Telecom Biz Elite Pack combines a Real Telecom Premium Office Desk Phone or Cordless Hosted Phone Service, Real Telecom IP Voice Basic Voice service and a Real Telecom Elite NBN internet service.

#### MINIMUM FIXED TERM (MONTHS)

24 Months

#### INFORMATION ABOUT PRICING

- Minimum Monthly Fee - \$119
- Setup Cost – \$0 for Biz Elite Pack
- Total Minimum Cost over 24M Term - \$2,876 (No Including any one-time fees charges)

##### Standard Call Charges

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|--|---|
| <b>Premium Office Desk or Cordless</b> | <ul style="list-style-type: none"><li>• Local, National, Mobile Calls</li><li>• Included</li><li>• 18/13/1300 40c Per Minute</li><li>• Non- Standard Calls PAYG</li></ul>                 |
| <b>IP Basic Phone</b>                  | <ul style="list-style-type: none"><li>• Local &amp; National 20c Per Call</li><li>• Mobile Calls 20c Per Min</li><li>• 13/1300 40c Per Minute</li><li>• Non-Standard Calls PAYG</li></ul> |

#### NON-STANDARD CALL(S)

These are charged in addition to minimum monthly fee and standard call rates.

For example:

- International Calls
- Premium Numbers
- Directory Assistance

Additional Non-Standard Call Rates and Additional Information available [www.realtelecom.com.au](http://www.realtelecom.com.au)

#### STANDARD PRICING (24M TERM)

- Real Telecom Elite Office Deskphone or Elite Cordless Phone \$69.95;
- Real Telecom Elite NBN internet service \$99.95 and
- Real Telecom IP Voice Basic Phone \$15.00.

#### BUNDLING ARRANGEMENT

If you offer to contract under this arrangement you may be eligible for a bundle discount on the minimum combined cost of

each standalone service when on a single bill and 24M Fixed Term.

The bundle monthly discount will be rescinded, and your mini-mum monthly access fee will revert to the monthly stand-alone charge per service if you cancel or transfer away any ac-tive service.

#### ELIGIBILITY\*

To be eligible for a discount to be applied all 3 service must be active and billed under a fixed term with Real Telecom. After the dis-count is applied the minimum total monthly fee on your ac-count, will be \$119.00. Discounts will be applied after the completed processing and activation of all services on a single Bill. (Refer to Offer Terms for Further Information)

### KEY DETAILS

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#### REAL TELECOM ELITE OFFICE PHONE (DESK OR CORDLESS)

Real Telecom Phone plans provide your business with an office phone services delivered via internet connection allowing you to make and receive phone calls.

#### REAL TELECOM ELITE NBN

Real Telecom Elite NBN is an internet service provided over the Na-tional Broadband Network to areas serviceable by the National Broadband Network. In the event of a power outage, your Biz Elite Pack will not work unless a back-up battery is maintained by you. Once this service is connected by you then you will not be able to move back to a copper service. If you require an un-interrupted phone service with access to 000 emergency ser-vices, then this service may not be appropriate for you. Please note that Priority Assistance is not available on this service.

#### REAL TELECOM IP VOICE BASIC PHONE

Real Telecom IP Voice Basic Phone plan provides your business with a service delivered via an internet connection allowing you to make and receive voice calls, utilise your EFTPOS system, Back to Base Alarm System etc. Real Telecom doesn't provide support for services or products not supplied or provided through an au-thorised Real Telecom Representative.

To ensure compatibility of your existing services contact [sales@realtelecom.com.au](mailto:sales@realtelecom.com.au).

#### HARDWARE

You may opt for us to supply you with an IP Handset and a WiFi modem router included within your minimum monthly fee whilst your service is with Real Telecom. You are required to maintain and use a supporting internet connectivity to run this service. You may use your own modem however we suggest.

you use a modem provided by Real Telecom for optimum support and results. Real Telecom's WiFi modem is pre-configured for customer to self-install. You will not own the hardware until the completion and end of the agreed contract term. Instructions and Information is provided with every hardware dispatch.

#### MAXIMUM TERMINATION FEE

In the circumstance where you choose to prematurely terminate services before the full contracted term expires, you legally agree that instead of a preset flat early termination fee, you will be charged a maximum of 50% of the remaining contract agreement up to a value no greater than \$3000. This represents the mutually agreed early termination charges you are liable for and is a genuine estimate of our losses.

#### EXAMPLE CHARGE CALCULATION (STANDALONE ACCESS FEE)

1. Real Telecom Elite Office Desk Phone Cordless = A Minimum Monthly Access Fee of \$69.95 per month. Therefore, ETF Calculation = \$69.95 x Remaining Months of Agreed Fixed Term.
2. Real Telecom NBN Elite = A Minimum Monthly Access Fee \$99.95 per month. Therefore, ETF Calculation = \$99.95 x Remaining Months of Agreed Fixed Term.
3. Real Telecom IP Voice Basic Phone = A Minimum Monthly Access Fee \$15 per month. Therefore, \$15.00 x Remaining Months of Agreed Fixed Term.
4. A hardware non-return fee of \$400 applies if hardware is not purchased upfront.

#### INSTALLATION

1. You are required to self-install any Hardware [i.e. Wi-Fi Modem and Handset(s)] supplied to you by Real Telecom, including any associated cabling, network configuration and any routers and/or switches within your network to allow Real Telecom's (Phone) Service(s) to work.
2. Any cabling that is required in your premise beyond the Network Boundary Point is your responsibility.
3. Standard installations are typically completed without additional charges.
4. Non-standard and Professional install for your Real Telecom (Phone) Service(s) is available at an additional charge.

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#### OTHER INFORMATION

##### BILLING OPTIONS

Real Telecom's standard method of bill delivery is email. Paper billing is available as an option for a monthly fee of \$5.95. You have automatically opted into standardised billing, to opt out or customise billing preference in accordance refer to the Terms of your agreement; To access your Invoice or modify your details visit [myaccount/realtelecom.com](http://myaccount/realtelecom.com). To keep update with any changes or requests be sure to actively visit your account or contact 1300 Real Telecom.

##### PAYMENT METHOD

Payment by Direct Debit from an Australian Bank will not incur additional surcharge. Additional Charges and Non-Direct Debit Payment Surcharge apply for alternate payment methods.

##### WE'RE HERE TO HELP

If you have questions about

1. Billing and Accounts
2. Technical Support Service or
3. Connection and Provisioning
4. Complaints or Disputes

Contact us at [crt@realtelecom.com.au](mailto:crt@realtelecom.com.au)

##### FURTHER ASSISTANCE

After you have contacted us, and we can't reasonably resolve your complaint you may seek additional mediation, or you can contact the TIO by phone on 1800 062 058

##### FULL TERMS

This is a summary only full terms are available for all products and services, [www.realtelecom.com.au/terms](http://www.realtelecom.com.au/terms).

*All information is correct as of 14/01/19*