



<b>Service Description</b>	The DrimTel Phone System, a cutting-edge voice technology solution, seamlessly operates over your internet connection. This internet service can either be provided by DrimTel itself or by another trusted service provider. DrimTel offers flexibility on how you pay, allowing customers to choose from plans that have 'Included Calls' or plans where you will 'Pay as you go' for call charges.			
<b>Minimum Spend Term (Months)</b>	The minimum monthly charge is equal to the monthly fee charged on the plans.			
<b>Plan</b>	<b>Value Plan</b>		<b>PAYG Plan</b>	
<b>Users</b>	1 User	5+ Users	1 User	5+ Users
<b>Min. Monthly Charge</b>	\$30.00	\$125.00	\$10.00	\$45.00
	1 Local number	5 Local number	1 Local number	5 Local number
	1 PBX extension	5 PBX extension	1 PBX extension	5 PBX extension
	Fully featured	Fully featured	Fully featured	Fully featured
	<b>Call Rates</b>	<b>Call Rates</b>	<b>Call Rates</b>	<b>Call Rates</b>
	Local – Included	Local – Included	Local – 9c per minute	Local – 9c per minute
	National – Included	National – Included	National – 9c per minute	National – 9c per minute
	Mobile – Included	Mobile – Included	Mobile – 16c per minute	Mobile – 16c per minute
	1300 – 25c per call	1300 – 25c per call	1300 – 25c per call	1300 – 25c per call
	1800 – 25c per call	1800 – 25c per call	1800 – 25c per call	1800 – 25c per call
	Free set up	Free set up	Free set up	Free set up
	Add users - \$30	Add users - \$25	Add users - \$10	Add users - \$9
<b>Call Forwarding in Australia to AU fixed lines and mobiles</b>	N/A		PAYG rates apply – 9c per minute	
<b>International Calls/SMS</b>	PAYG rates apply, however, international calling is disabled when you first join. This can be enabled by contacting our Support Team via <a href="mailto:accounts@drimtel.com.au">accounts@drimtel.com.au</a>			
<b>Access to Mobile / Desktop Softphone</b>	\$10 per month per user, per UC connection  Premium UC licenses can be purchased at time of ordering, or self-ordered through the PBX configuration portal where permitted ("Add UC" option). For self-ordered licenses you will be charged from the time of order.			
<b>Early Termination Charges</b>	There are no Early Termination Charges however if you change your plan, cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.			
<b>Number Porting Charges</b>	All prices are GST inclusive and are Once Off Cost			
<b>Important Information</b>	<ul style="list-style-type: none"> <li>You can choose to bring your phone number over from another provider. Noting your phone requires a MAC ID Address.</li> <li>DID numbers supplied with this Service may not be exchanged, credited or substituted towards the cost of porting numbers to the service.</li> <li>Number porting to the DrimTel network does cost money depending on the complexity of the port and how many numbers are being ported over. See cost below.</li> </ul>			
<b>CAT A Port</b>				\$20
<b>CAT C Port (1-5 Numbers)</b>				\$90
<b>CAT C Port (6-100 Numbers)</b>				\$150
<b>CAT C Port (101+ Numbers)</b>				\$220
<b>Annual Pricing Review</b>	Our plans include an annual price review and may increase in line with CPI in July each year. CPI measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for full year to March quarter and any increase will be rounded to the nearest dollar and occurs within your July billing cycle. We'll let you know before any changes take effect.			

**Requirements**

The DrimTel Phone System relies on a solid internet connection (fixed broadband recommended) and at least LAN ethernet port on your modem. Typically, you would require an DrimTel Phone System handset or a subscription for our chosen softphone application.

We recommend that your internet speed be at least 100kbps of available upstream and downstream bandwidth.

## Terminations

There are no termination fees or penalties. We simply charge for the monthly charges payable in the month of cancellation. Postpaid accounts must have funds available to pay the final charge and prepaid accounts will have this deducted from prepaid funds on the account and any surplus funds will be returned.

## Offer Limitations

There are some very important restrictions on the Phone System plans; calls cannot be made to 19/1900 numbers, fax transmission will not work, no analogue calls allowed (e.g. EFPTOS, HICAPS), back to base alarms will not work.

Note: there are solutions for these restrictions so please talk to the DrimTel team.

In addition, fair play policies apply and these Phone System services cannot be used for telemarketing or call centre usage.

## Promotions and Special Offers

This summary does not include any special offers or promotions that may be offered on these plans, such as discounts.

## Changing Your Plan

You can change to a plan of higher or lower value by calling our Support Team. There is no charge to change your plan and the change will take effect the last day of the current billing cycle. Should you wish to change before this date you will be billed for the full plan plus a month in advance note you will not receive a refund for any amounts that you have paid for in advance on your previous plan.

## Billing Information

### Billing Date, Period, Notice and Amount

You will be billed on the 28th of every month for the full monthly plan fee as per your selected plan. The billing period will be from the 28th of the month up to and including the 27th of the following month. Approximately 3-5 days after the 28th of the month you will receive your bill via the communication method you have nominated – be that via email or regular paper mail. Please note that if you elect to receive your bill in paper via regular mail a fee of \$2.50 will be applied to your account. You can access your DrimTel account online via our website portal where you can track your usage, see your pre-bill information and nominate your direct debit payment method. Your service will be automatically renewed each month unless you inform us you wish to cancel your service, or you transfer your number to a new provider. If you cancel or transfer your service to another service provider, you will not receive a refund for any amounts that you have paid.

### Service Activation Date and First Bill Charges

Service charges begin from the day you activate your service. If you activate on days 1-27, your first bill will be pro-rated from the date of connection for the current bill cycle, along with the month in advance. This means your first bill may be higher than your ongoing monthly plan fee. After the first month, your bill will revert to the regular monthly charge for your plan.

## Payments

You will pay your monthly recurring charges plus any usage not included in your plan by Credit Card, Direct Debit, BPAY, Australia Post Billpay or Direct Deposit by the due date which is the 15th of each month. Direct debit via bank account do not incur any payment process fees. Other payment methods and associated processing fees can be found on our website: <https://drimtel.com.au>

## Other Information

### Customer Service contact details 1300 374 683

Monday to Friday 9am-5pm WST

Saturday 9am-1pm WST

Alternatively, submit a Help Ticket from your [DrimTel Account](#)

### How to access our dispute resolution process

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.drimtel.com.au/legal](http://www.drimtel.com.au/legal) and clicking on 'Complaint Handling Policy'. You can also contact us 1300 374 683.

### TIO contact details

If you are not satisfied with the resolution of your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058. For full details, visit [www.tio.com.au/contact-us](http://www.tio.com.au/contact-us)

## Full legal terms and conditions

This document is a summary only. Full legal terms and conditions are available on [drimtel.com.au/legal](http://drimtel.com.au/legal). The above information is based on the standard service offering and is only a summary. On occasion, DrimTel, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.