

**SERVICE DESCRIPTION**

Twenty35 IT is a voice telephony service that is supplied over your internet service. Our Unlimited includes handset rentals on 24 month plan only.

**MINIUM TERM**

The phone service is available on Month-to-Month, 12 and 24 month contract terms.

**EARLY TERMINATION CHARGES**

If you cancel the service before the end of your contract term (12 months or 24 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 month contract. If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$200 will apply to each Business Handset, and \$350 for each Premium handset.

**PRICING – BUSINESS HANDSET**

PLAN	SETUP FEE	MONTHLY FEE	TOTAL MINIUM COST
Unlimited Month-to-Month	\$100	\$50	\$165
Unlimited 12 Month	\$0	\$50	\$715
Unlimited 24 Month (Incl. Business Handset)	\$0	\$50	\$1,215
Unlimited 24 Month (Incl. Premium Handset)	\$0	\$70	\$1,695

Total minimum cost includes \$15 delivery charge. Further fees may apply for more handsets. Prices shown excludes GST.

**CALL CHARGES**

PLAN	LOCAL	NATIONAL	MOBILE	13/1300
Unlimited Month-to-Month	Included	Included	Included	Included
Unlimited 12 Month	Included	Included	Included	Included
Unlimited 24 Month	Included	Included	Included	Included

## INCLUDED FEATURES

The monthly plan fees include: a phone number (DID), calls as specified in the plan and voicemail-to-email. International calls are restricted on these plans. Contact [support@twenty35it.com.au](mailto:support@twenty35it.com.au) to setup the voicemail-to-email.

## MANDATORY COMPONENTS

Business Starter requires fixed broadband internet service and a wired Ethernet port. A handset is required. Each handset call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

## BILLING INFORMATION

Your bill is charged on the same date each month and is the date your account was created.

## SERVICE ACTIVATION AND FIRST BILL CHARGES

The service Activation is the date that your service is ready to use. Your first bill will include: a partial monthly charge from the date your service was activated until the next Billing Date; any additional charges for non-recurrent items used during that billing period; and the minimum monthly charge in advance for the next billing period.

## PAYMENTS

This is a prepaid service and you are required to ensure there is credit in your account to use it. You will continue to be billed for the Service until you contact us to cancel the service. Invoices are sent free of charge by email only. If you do not provide a valid email address you will not receive your invoice via emails.

## CONTACT US

We are committed to providing you with excellent customer service. Please contact us on 1300 381 723, or email [support@twenty35it.com.au](mailto:support@twenty35it.com.au) if you have any question, would like to give feedback or make a complaint.