

## CRITICAL INFORMATION SUMMARY

### BUZZ PAYG 2

**Information about the Service** Buzz PAYG 2 is a fully managed business voice solution that works over your existing internet service. The internet service can be supplied by any carrier as long as it meets our minimum requirements and is not an ADSL service. It allows 2 concurrent calls inbound or outbound to the public phone network via the numbers assigned to your service using a SIP capable device.

**Minimum Term** The minimum term is 1 month. There are no long-term commitments or exit fees.

**Minimum Monthly Cost (ex GST)** \$200 including setup fee for the 1st month and \$80 per month excluding call charges and options thereafter.

#### Inclusions

<b>Concurrent Calls</b>	2	<b>Numbers (DIDs)</b>	5
<b>Extensions</b>	5	<b>Included Calls</b>	None
<b>IVR</b>	1	<b>Voicemail</b>	Unlimited
<b>Queues</b>	1	<b>Moves/Adds/Changes</b>	2 Per Month

#### Pricing (ex GST)

Setup Fee	\$100 once off
Monthly Service Charge	\$50 per month
Termination Charge	None

#### Call Rates

Local/National	Mobile	13/1300	International
(per hour)	(per minute)	(untimed)	Refer International CIS
10c	17c	25c	

#### Porting Fees (ex GST)

Cat A	\$25 per attempt
Cat C	\$220 per attempt
1300/13	\$75 per attempt

#### Add-ons

Additional Number (DID)	\$5 per month
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Add-ons cannot exceed the resources provided in the next available plan. In the event that another plan may be more appropriate for you, your account manager will contact you to discuss your options.

#### Supported Devices

We support most SIP capable devices, for more information refer to [www.theglue.com.au/devices](http://www.theglue.com.au/devices). Handsets are available at an additional cost.

**Emergency Calls** We will register your number with the IPND for emergency services. This voice service will not work if your internet access is not working. If you have a life-threatening condition, this service is not suitable.

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**Porting** Included numbers (DIDs) may not be substituted, credited or exchanged for porting of numbers to this service.

### **Fair Use Policy**

All Concierge Networks plans are subject to the Fair Use Policy (FUP) found in the terms and conditions listed at [www.theglue.com.au/buzzterms](http://www.theglue.com.au/buzzterms)

### **Usage**

You can monitor your usage at <https://buzz.theglue.com.au/>. Alternatively, you can also monitor your usage by calling us on 1300 088 777.

### **Support**

Our customer service team is available M-F 9am-5pm excluding NSW Public Holidays. Please email [support@theglue.com.au](mailto:support@theglue.com.au) or call 1300 088 777.

### **Complaints**

Any complaints can be submitted to our customer service manager. If you have exhausted all avenues with Concierge Networks management and are still not satisfied, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or [www.tio.com.au](http://www.tio.com.au).

This CIS is a summary only. Please contact The Glue for further information or visit our website [www.theglue.com.au/buzzterms](http://www.theglue.com.au/buzzterms) for full Terms and Conditions.

This summary is valid as of June 2021.

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