

CRITICAL INFORMATION SUMMARY

BUZZ UNLIMITED 20

Information about the Service Buzz Unlimited 20 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 20 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) \$1,285 including setup fee for the 1st month and \$935 per month excluding international call charges and options thereafter.

Inclusions

Concurrent Calls	20	Numbers (DIDs)	50
Extensions	50	Voicemail	Unlimited
IVR	3	Moves/Adds/Changes	4 per month
Queues	4		

Pricing (ex GST)

Setup Fee	\$350 once off
Monthly Service Charge	\$235 per month
Monthly Unlimited Call Bundle	\$700 per month
Termination Charge	None

Call Rates

Local/National	Mobile	13/1300	International
Included	Included	Included	Refer International CIS

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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If you require additional extensions you must move to 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. 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

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 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.

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

This summary is valid as of June 2021.

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