

NXGEN+ BUSINESS TELEPHONE

PRODUCT SUMMARY

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**FAST RELIABLE
AFFORDABLE
SPECIALISED**



PRODUCT OVERVIEW

NXGEN+ Telephone plans are the smartest, most cost effective way to connect your business to the public switched telephone network (PSTN). Enabled by our Tier 1 Carrier's unmatched reliability and scalability, the service allows you to make and receive phone calls by connecting a range of devices to a suitable broadband internet service.

NXGEN+ Telephone plans provide your business with an nbn™ ready phone service delivered over your broadband internet service, also known as internet telephony. (or Voice Over IP.)

As part of the **NXGEN+ Business Phone** plan will be supplied with an IP handset built into the cost of the service. You may use your own IP handset, however, additional support costs maybe incurred to ensure the device is compatible and setup with the service.

An **internet connection** and supporting connectivity hardware is required to use this service. You may use your own modem or a Business Gateway can be purchased separately.

The **Monthly Access Fee** includes a single Business Phonenumber hosted on a shared PBX and SIP Channels that determine the number of concurrent phone calls the service is able to support. Each SIP Trunk is allocated an Australian phone number and you can port-in your existing telephone number if required.

Please note this service is **not appropriate** if you require an uninterrupted phone service with access to **000 emergency services** and will not function in the event of a power failure or internet outage.

Zelta Alto Technology does not provide Priority Assistance and/or Proactive Monitoring on any NXGEN+ Telephone plans, additional support maybe purchased to support your Telephone system. Normal support can be engaged regarding agreed provisioned services E.g. changing extension email address, details and emailing instructions for softphone provisioning (Exclusions apply. Relocating handsets or re-provisioning to new handset are not included.)

NXGEN+ Business Phone, NXGEN+ Softphone and **NXGEN+ Extension+** plans carry minimum term is twelve (12) months. You can upgrade your plan at any time and changes are charged prorata and take effect from the commencement of the following billing period.

Additional charges may apply for some Value Added Services such as **Number Porting** Services and additional **Direct In-Dial** Numbers. Port-in of your number may attract service charges depending on terms of service with your current provider.

All **NXGEN+ Telephone** plans include unlimited calling to standard, local, national and mobile phones. (Does not include 13/1300 chargeback dialing numbers and international numbers.)

Included calls are subject to Zelta Alto Technology **Fair Use Policy**. Services utilising **NXGEN+ Telephone** plans must be used in a way that is consistent with a typical business' calling usage and must not be used for telemarketing or call centre operations.

SETUP AND MONTHLY ACCESS

Each NXGEN+ Telephone plan will need to be setup, per device service charges and monthly access fees are detailed below.

NXGEN+ Telephone plans (excluding dedicated) there is minimum total cost is \$99 inc GST for service setup fee for the creation of your call group, extension, port-in (from some providers) and configuration of physical handset.

In cases where **additional** configuration of devices including internet gateway, routers or on-charges for services like port-in from current provider, standard rates and charges apply under general service provisioning at minimum cost \$128.67 inc GST, per hour, at minimum 1 hour.

Information and pricing is correct at the time of publication and is subject to change. All pricing is inclusive of GST. This information is a summary only. For full details of the **Terms and Conditions, Fair Use and Acceptable Use Policy**, please visit <https://zeltaalto.technology>

The connection timeframe for a new service (**NXGEN+ Business Phone, NXGEN+ Softphone and NXGEN+ Extension+**), upon receiving and accepting the **Service Application Form**, Zelta Alto Technology will commence the connection process.

Connection timeframes may vary upon the type of connection required. Zelta Alto Technology specialist will inform you of the approximate connection timeframe at the time of receiving the **Service Application Form**.

Port-in requests times and cutover dates vary to each provider, general minimum expected time is 21 business days, however this is subject to change.

Zelta Alto Technology will bill you for the monthly access fee, our billing cycle ends at the end of a calendar month and your first bill will include the prorata amount of the month when the service was activated. Late fees apply for accounts over 30 days in arrears for service charges, payment for accounts is expected within 14 days of billing period.

Billing is provided via email in pdf format. Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details, see your invoice, our Schedule of Fees & Charges on our website, or contact us.

CONTACT US

At Zelta Alto Technology we are dedicated to excellence in servicing our customers and have lots of ways for you to keep in touch:

- Online at our website contact page or Live Chat;
- Email us at support@zeltaalto.technology;
- Call us 07 3607 8527 8am to 6pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service we provide, please let us know so we can try to fix it in the first case. If we are unable to resolve your issue to your satisfaction, please contact us further.

If you are not 100% satisfied with quality of service on any of the **NXGEN+ Telephone** plans (excluding dedicated) we offer 90 day money back guarantee. This applies when determining the quality of service is at fault with either device QoS, line quality issues, call drops or line-in or out.

However, if it determined that you wish to cancel the service within the contract term for reasons outside of quality of service issues, Early Termination Fees (ETF) will apply per service. ETF is calculated per plan, prorated over the remaining months of your contract. You must return handset within 30 days of service cancellation or handset non-return fee applies (\$200). (Excusions apply.)

If you are still not satisfied with the steps taken by Zelta Alto Technology to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with Zelta Alto Technology and is an option of last resort.

Contact the TIO by visiting tio.com.au.



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