

Critical Information Summary



C3 Innovations *the Worlds' technologies unified*

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE:

Fixed Voice:

C3 Innovations ISDN/PSTN plans are offered as an office phone service for standard phone lines. You can transfer your existing PSTN or ISDN phone service or activate a new service with C3 Innovations. C3 Innovations uses the Telstra, Optus and AAPT voice networks.

Innovate IPT plans are a hosted Internet Protocol Telephony solution for business office phone services.

You are able to transfer your existing PSTN or ISDN phone numbers to this solution or we can activate new services.

C3 Innovations MultiLine is an alternative to traditional ISDN 10/20/30 services and provides primary rate ISDN voice services, with each connection supporting between 10 and 30 lines. C3 Innovations MultiLine connects your business directly to our wholesale carrier-grade national voice network.

C3 Innovations Inbound plans are offered as an inbound 13/1300 or 1800 service for business customers wanting to have one phone number available anywhere within Australia. This service can be state or post code routed.

C3 Innovations Audio and VMR Conferencing plans are offered with Communicloud/InviewUC audio and Video conferencing. You can coordinate your conference calls any time of the day without making a reservation using your individual bridge dial in details.

Mobile Services:

C3 Innovations Optus mobile plans are offered over the Optus 3G Mobile Digital Network. You can transfer your existing mobile number or activate a new number with C3 Innovations. For Mobile network coverage information visit www.optus.com.au/mobile-coverage

Data Services:

C3 Innovations ADSL plans are an internet service offered by our wholesale partner using wholesale services supplied to us by AAPT. You can transfer your existing broadband service or activate a new service with C3 Innovations on your existing PSTN service.

C3 Innovations Ethernet Over Copper plans are a non contended high bandwidth business grade internet or VPN service offered on the AAPT network or if that network is not available, using wholesale services supplied to us by AAPT.

Minimum Contract Terms:

C3 Innovations PSTN/ISDN plans - 36 Months
Innovate IPT plans - 36 Months
C3 Innovations Inbound plans - 36 Months
C3 Innovations Conferencing plans - 36 Months
C3 Innovations Optus mobile plans - 24 Months
Next ADSL plans - 24 Months
C3 Innovations Ethernet over Copper - 36 Months

INFORMATION ABOUT PRICING:

C3 Innovations PSTN/ISDN plans

Innovate IPT plans

Service and Equipment is charged per month in advance.

Local calls and inbound numbers are a flat rate per call.

All other calls are charged in per second increments.

C3 Innovations Inbound plans

Service and Equipment is charged per month in advance.

All calls are charged in per second increments.

C3 Innovations Conferencing plans

Service and Equipment is charged per month in advance.

All calls are charged in per second increments.

C3 Innovations Optus mobile plans

A plan fee is charged per month.

Included calls are credited against monthly usage.

All calls are charged in per second increments.
Excess usage is charged per second.

C3 Innovations ADSL plans

C3 Innovations Ethernet over Copper

Service and Equipment is charged per month in advance.
Included data usage and is credited against monthly usage.
Excess usage is charged per MB.

EARLY TERMINATION CHARGES:

If you cancel the service within the contract term, Early Termination Fees will apply.
These fees are calculated by the Service and Equipment / Monthly Access Fee / Plan Fee multiplied by the number of months remaining on your contract term.

OTHER INFORMATION:

Full Terms:

Information and pricing is correct at time of printing. All pricing is exclusive of GST. This information is a summary only. Visit www.c3innovations.com.au for details of the terms and conditions with which we provide our products and services.

Usage Information:

For information about your current usage levels please contact Customer Service by calling 1300 903 234.

Email Billing:

C3 Innovations is committed to reducing our environmental footprint and our standard method for invoice delivery is email.

Connection Charges & Connection Lead Times:

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please contact Customer Service by calling 1300 903 234.

Contact Us:

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 1300 903 234 between 8.30am – 5.30pm AEST Monday to Friday.
If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, 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 C3 Innovations and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.



Contact

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While every precaution has been made in the creation of this document, C3 Innovations, its officers, staff and partners do not guarantee the accuracy of its contents. Your acceptance of the terms and conditions of supply should be made in accordance with C3 Innovations Standard Form of Agreement found on www.c3innovations.com.au. A copy is also available from head office reception during normal business hours. Enquiries should be directed to the General Manager of Operations on 1300 903 234