



## Critical Information Summary

Tronic Networks Pty Ltd | ABN: 71 123 059 307

### 3CX StartUP by Tronic Cloud - PAYG Plan

For more information please contact us at [support@tronic.com.au](mailto:support@tronic.com.au) or call us on 1300 799 095

#### Information about the service

3CX StartUP is a complete, unified communications solution, meaning it goes beyond just phone calls to include features like intuitive web client, PC application, IOS & Android smartphone apps, messaging/chat, video calls, live chat, web conferencing, email and more.

Typically, 3CX StartUP is designed for customers in the 2-30 user space.

**Is the offer part of a bundle?**

**NO**

**Is the customer required to buy any goods as part of the offer?**

**Optional (See Below)**

**Does the offer have any minimum term of use?**

**NO MONTH 2 MONTH**

#### How Many Trunks or Channels?

You'll get 1 SIP trunks with multiple Channels. A channel can be used for inbound or outbound calls. 1 simultaneous call to the 3CX StartUP account. Each SIP Trunk Channel is \$40inc GST and includes calls to 13/1300 numbers, Local/STD/National; calls and calls to Australian Mobiles. Channels are month 2 month and client can choose 1 to 10 channels.

#### Users

Each user is charged at \$5inc GST per month. Each user gets a PC, web client, mobile app connection and deskphone port. Each user gets access to all 3CX StartUP features

#### What Is Included:

This INCLUDED plan includes calls to 13/1300 numbers, Local/STD/National calls, and calls to Australian Mobiles. and, free Tronic to Tronic calls. Each 3CX StartUP accounts gets all feature available to 3CX StartUP. Installation is available at time and materials. Tronic rates are \$70 Call out and \$120 per hour.

#### What Is Not Included:

Your plan does not include calls to international calls and/or premium service numbers. Charges to these services will apply.

#### Hardware - Required

3CX StartUP is a software PBX. So only a headset or mobile is required. **These plans do no included any hardware.** User can connect to 3CX StartUP with compatible PC or Mobile phone. Compatible deskphones can also be connected to user accounts.

#### Contract Period

Tronic Cloud doesn't do contracts. We want you to stay because of our great price and great service. Though to be fair we need at least a months' notice, before cancelling a service.



1300 799 095



[support@tronic.com.au](mailto:support@tronic.com.au)



[www.tronic.com.au](http://www.tronic.com.au)



Suite 221 / 202 Jells Road, Wheelers Hill, Victoria, 3150

## Charges for using this service

The minimum monthly charge for this plan is **\$22.99**. The billing term for this plan begins as soon as the account is activated. In addition to the minimum monthly charge, the following call rates apply...

Call Rates	
Internal Calls	Free
On-net Calls – ie Tronic to Tronic	Free
Local Calls & STD & National Calls	\$0.06 per minute Billed per second (minimum charge)
Calls to 13 Numbers	\$0.26 per Call (minimum charge)
Calls to AU Mobile	\$0.13 per minute Billed per second (minimum charge)
SIP trunk Channels – PAYG No included calls	\$10inc GST Per, Channel, per month
Users	\$5inc GST per month, per user
DID Phone numbers	\$0.75 GST per month, per number

## Charges to International Numbers

You will be charged if you make calls to international numbers. International call rates will vary from time to time based on a number of factors. Please see our website for up-to-date international call rates.

\* International Calls – Please Contact [support@tronic.com.au](mailto:support@tronic.com.au) for latest International Price list.

## Other Information

### No Early Termination Charges Or Contracts

Because Tronic Cloud services are month-to month there are no early termination charges. We need one months' notice to cancel.

### Call Usage and Spend Management

Tronic have spend management tools which are designed to assist you in managing your spend. You can check usage in our VoIP Portal. Itemised billing each month is standard. We can also run 3CX reports to your email, if required.

### Customer Service Contact Details:

Phone: 1300 799 095

Email: [support@tronic.com.au](mailto:support@tronic.com.au)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter be made in writing to [support@tronic.com.au](mailto:support@tronic.com.au) We Treat all complaints as high priority

### Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058.



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