



What Is Included:

Critical Information Summary

Tronic Networks Pty Ltd | ABN: 71 123 059 307

3CX StartUP by Tronic Cloud - INCLUDED Plan

For more information, please contact us at 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 not 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



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 **\$120.00** 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 **	INCLUDED
STD & National Calls	INCLUDED
Calls to 13 Numbers	INCLUDED
Calls to AU Mobile	INCLUDED
SIP trunk Channels	\$40inc GST Per INCLUDED Channel, per month
Users	\$5inc GST per month, per user

Charges to International Numbers

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

* International Calls – Please Contact support@tronic.com.au for latest International Price list.

INCLUDED Calls – Usage Policy

Included calls are subject to fair use. Fair use of the Tronic Hosted PBX means that you must not use service in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the Tronic network and/or our service provider wholesalers.

This service is intended to be used in a way that is consistent with a typical business' calling usage, according to statistical information known to Tronic. If we determine that your use of the service or it's features is at any time inconsistent with the normal inbound or outbound usage patterns for the type of service or plan that you have purchased, we have the right to suspend or discontinue service. Examples of inconsistent usage patterns include, but are not limited to, using the service in an outbound call center, for telemarketing, providing brokerage services, providing booking agent services, or providing telehealth services.. This plan can only have single-user devices such as 3CX or Avaya or a single gateway such as Grandstream or Synway. We may take action if you breach this policy, including suspending or cancelling your service. We reserve the right to enact such actions for any reason, at our own discretion, without notice to you.

Please see usage policy for more information at <https://tronic.com.au/usage-policy/>

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

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter to be made in writing to 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 contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at www.tio.com.au/making-a-complaint or by calling 1800 062 058.



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