# Critical Information Summary

Tronic Networks Pty Ltd | ABN: 71 123 059 307

## Tronic Cloud SMS Messaging
## SMS Plans

### Information about the service

Send and receive business text messages straight from 3CX or your email — no more sharing personal mobile numbers. Gone are the days of employees sharing their own mobile numbers. Personal numbers aren't monitored, and a customer could go days without a reply if someone is out of the office. Tronic SMS gives your business its own number, with every message visible to your team. Send and receive SMS directly from the 3CX chat panel on desktop, iOS and Android — assign and reassign conversations to a queue just like any other chat. Prefer email? Receive texts straight to your inbox and reply with email-to-SMS.

| | |
|---|---|
| **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** |

### Which Plan Is Right for You?

**3CX Chat SMS Inbound & Outbound:** send and receive SMS in 3CX, with your own mobile number and queue assign & reassign.
**3CX Chat SMS Outbound Only:** send-only SMS from 3CX at the lowest monthly cost, using your own sender number.
**SMS to Email:** receive SMS to your email and reply with email-to-SMS. No 3CX required.

### What Is Included:

Your SMS plan, flat-rate SMS to standard Australian mobiles, and free inbound SMS on plans that receive messages.

### What Is Not Included:

Your plan does not include a phone system. Outbound messages are charged per 160-character segment, as outlined below.

### Phone System Required

The 3CX Chat SMS plans require a 3CX phone system (including 3CX StartUP), available from Tronic and charged separately. The SMS to Email plan does not require 3CX.

For more information please contact us at support@tronic.com.au or call us on 1300 799 095

### 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 a month's notice before cancelling a service.

## Charges for using this service

The minimum monthly charge for this plan is **$15.00** (3CX Chat SMS Inbound & Outbound), **$5.00** (3CX Chat SMS Outbound Only) or **$16.95** (SMS to Email). The billing term for this plan begins as soon as the account is activated. In addition to the minimum monthly charge, the following charges apply…

| SMS Plans | | | |
|---|---|---|---|
| | **3CX Chat SMS Inbound & Outbound** | **3CX Chat SMS Outbound Only** | **SMS to Email** |
| **Plan type** | Send & receive | Send only | Send & receive |
| **Monthly fee** | $15.00 per month | $5.00 per month | $16.95 per month |
| **Inbound SMS** | Free | No inbound number | Free |
| **Outbound SMS **** | $0.10 per message | From $0.10 per message | From $0.10 per message |
| **Connection (once-off)** | $55.00 | $55.00 | $55.00 |
| **Mobile number porting (once-off)** | $35.00 | $35.00 | $35.00 |

**** SMS Charges** – SMS is charged per 160-character segment. Rates shown apply to standard Australian mobile numbers. A connection fee of $55 applies to all new mobile services.

### Charges to International Numbers

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

* International Messages – Please contact support@tronic.com.au for the 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 month's 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 your monthly usage in your VoIP Portal. The My Account VoIP Portal can be found at: https://www.voipportal.com.au/

### 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 further, a complaint should be made in writing to support@tronic.com.au. We treat all complaints as high priority.

### Telecommunications 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.