

WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

We hope the information below will assist you with the use of our services.

1 MANAGING YOUR SPEND

EdgeTel only charges you for features and services that you have chosen to add to your account, plus any calls you make. If you wish to reduce your monthly spend, you can log in at any time and delete unused features.

Other ways of managing your spend:

There may be other ways of keeping your spend on track, such as monitoring your spend online through our website. Please contact us for more information.

Roaming:

Your Hosted PBX service can be used overseas, and our billing system makes no differentiation between a phone connecting over the Internet from an Australian location versus an overseas location, so there are no additional charges for this service. However please be aware that the Hosted PBX service requires a working Internet connection. We do not provide Internet services and Internet services are not included in the service.

2 YOUR NETWORK

Your service is provided primarily across the PIPE Networks backbone. Please contact us for further information. We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

3 PAYING US

Your bill:

We will invoice you monthly for service fees (in advance) and calls (in arrears) and the invoice will be emailed to you and available for download. Your invoice balance will be subtracted from any credit you have on your account, and in the event that your balance goes below zero you will no longer be able to place calls.

If your balance remains in negative for 30 days, we may disable your inbound numbers on your account.

If your balance remains in negative for 90 days, we may cancel your services (including any Portable numbers on your account) to make those resources available to other customers.

4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, phone etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

5 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use the form located on the Contact Us page of <http://www.edgetel.com.au>.

6 FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available on the Contact Us page of <http://www.edgetel.com.au>.