CRITICAL INFORMATION SUMMARY

Lightwire Boundless

Lightwire Calling for Microsoft Teams

Delivered via Operator Connect, on Telesmart's Microsoft-certified platform.

All prices are in Australian dollars and shown including GST, with the amount excluding GST in brackets.

INFORMATION ABOUT THE SERVICE

What the service is	A calling service for Microsoft Teams. We supply your Australian phone numbers and connect Microsoft Teams to the phone network, so your people can make and receive calls in Teams.
What is included	Australian and New Zealand national and mobile calling with no minute limit, and outbound calls to 13 and 1300 numbers. Our fair use policy applies.
Minimum monthly charge	$44.00 inc GST ($40.00 ex GST) per user, plus $3.30 inc GST ($3.00 ex GST) for each resource account, such as an auto attendant or call queue.
Maximum monthly charge	Not calculable. Calls outside what is included are charged as you make them and there is no spend cap.
Maximum early termination charge	Nil.
Minimum term	None. Month to month, with one month's notice to cancel.

OTHER INFORMATION

Cost of a 2 minute call to an Australian mobile. Included in your plan. There is no flagfall.

Bundling. Not bundled with any other Lightwire service. You need your own Microsoft Teams Phone licences and your own internet connection.

Mandatory hardware. None.

Exclusions, conditions and limitations.

- No minute limit covers Australian and New Zealand national and mobile calls, and outbound 13 and 1300 calls. Nothing else.
- International and premium rate calls are charged at our published rates.
- Our fair use policy applies: www.lightwire.co/voice-fair-use-policy. It sets no minute limit, but excludes uses such as resale, auto-dialling and contact centres.
- Phone numbers are not included in the plan or resource account charge. Each is charged monthly from the day it is allocated, from $4.40 inc GST ($4.00 ex GST), with no setup fee.
- Porting a number to us is a one-off charge, from $16.50 inc GST ($15.00 ex GST) per number. All porting charges are in Illume.
- There is no credit limit or spend cap on this service.
- Emergency calling works differently from a traditional phone line and has limitations. Read our emergency calling terms before you rely on it, and keep your service address current.

PRICING, USAGE AND SUPPORT

Full pricing. Our full rate card, including all call rates, number and porting charges and international rates, is in our Illume customer portal at portal.lightwirebusiness.com. If you are not yet a customer, ask us and we will send you a copy before you sign up.

Your usage. In our service management portal.

Customer service. 1300 016 678 or support@lightwire.co.

If something goes wrong. Contact us on 1300 016 678 or complaints@lightwire.co. Our complaints process is at www.lightwire.co/complaints-policy-au.

Disputes. If we cannot resolve your complaint, contact the Telecommunications Industry Ombudsman at www.tio.com.au or on 1800 062 058. The TIO is free for consumers and small businesses.

This is a summary, not the full agreement. Our terms are at www.lightwire.co/terms-conditions-business. Microsoft, Microsoft Teams, Microsoft Teams Phone and Operator Connect are trademarks of the Microsoft group of companies. Lightwire is not affiliated with, endorsed by, or sponsored by Microsoft.