



Critical Information Summary

The Techlab Pty Ltd | ABN: 95 638 865 040

Techlab Etern Plan

INFORMATION ABOUT THE SERVICE

Create your entire phone system in minutes. Create voice menus and interactive phone applications quickly through the Hosted PBX control panel. The Techlab Pty Ltd is an industry veteran with over 7 years' experience in VOIP technology and an in-house team - so when you need help, you can count on us.

Techlab Etern Hosted PBX (or Virtual PBX) is designed to lower the cost of a phone system for your business whilst at the same time providing your business with previously unseen connectivity. Plug your extensions in anywhere in the world - you can expand your office to a different building, or your employees can work from home - or across the globe! It will work anywhere there's broadband.

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

What Is Included:

This Techlab Etern plan includes great value call rates and also free Techlab Etern to Techlab Etern calls.

What Is Not Included:


Your plan does not include calls to 13/1300 numbers, Local/STD calls, mobiles, international calls and premium service numbers. Charges to these services will apply and are outlined below. This plan does not include any handsets or other hardware or equipment.

SIP-Compatible VoIP Handset(s) Required

In order to use this service, you will need VoIP telephone handset(s) or software compatible with the SIP protocol. recommends using this service with handsets purchased from the online shop at www.thetechlab.com.au/shop-etern/ to ensure that you have a compatible and supported device. Alternatively, you may provide your own SIP compatible VoIP equipment or software. For more information about compatible equipment and software please contact our team.

 thetechlab.com.au/business-voice/

 support@etern.thetechlab.com.au

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 <https://au.linkedin.com/company/techlab-wa>





Trial Period

A 30-day trial period is provided with this service. The trial period begins from the day your account is activated. During the trial period you will not be charged the regular monthly fee for the hosted PBX service. You will, however, still be billed for any calls you make on the service. You may also be billed for any supplementary services such as 1300 & 1800 numbers, call recording and other features which incur a charge outside of the hosted PBX monthly fee.

Charges For Using This Service

The minimum monthly charge for Etern Plans is the same as per month Cost of Plan you select. 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	
Calls To AU Landline	12c 60 Sec
Calls To AU Mobiles	13c 60 Sec
Australia 1300	30c Per 30 Sec
Australia 1345	30c Per 30 Sec
Australia 1800	0
Virtual Fax	20c per 30 Sec

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 several factors.

Please see our website for up-to-date international call rates monthly at etern.thetechlab.com.au/

No Early Termination Charges Apply

Because Techlab Etern VoIP services are month-to-month there are no early termination charges. The total minimum amount that you will pay is the cost of your plan.

OTHER INFORMATION


Call Usage and Spend Management

Techlab Etern has spend management tools which are designed to assist you in managing your spend. You can check your monthly usage in your Techlab Etern My Account Portal.

The My Account portal can be found at: etern.thetechlab.com.au

 thetechlab.com.au/business-voice/

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Concurrent Calls

Plan Name	Concurrent Calls
Etern 1	Concurrent Calls Upto 1
Etern 2	Concurrent Calls Upto 2
Etern 3	Concurrent Calls Upto 3
Etern 4	Concurrent Calls Upto 4
Etern 5	Concurrent Calls Upto 5
Etern 6	Concurrent Calls Upto 6
Etern 7	Concurrent Calls Upto 7
Etern 8	Concurrent Calls Upto 8
Etern 9	Concurrent Calls Upto 9
Etern 10	Concurrent Calls Upto 7
Etern 11	Concurrent Calls Upto 7
Etern 12	Concurrent Calls Upto 8
Etern 13	Concurrent Calls Upto 8
Etern 14	Concurrent Calls Upto 9
Etern 15	Concurrent Calls Upto 9
Etern 16	Concurrent Calls Upto 10
Etern 17	Concurrent Calls Upto 10
Etern 18	Concurrent Calls Upto 11
Etern 19	Concurrent Calls Upto 11
Etern 20	Concurrent Calls Upto 12
Etern 21	Concurrent Calls Upto 12
Etern 22	Concurrent Calls Upto 12
Etern 23	Concurrent Calls Upto 13
Etern 24	Concurrent Calls Upto 14
Etern 25	Concurrent Calls Upto 14
Etern 26	Concurrent Calls Upto 15
Etern 27	Concurrent Calls Upto 15
Etern 28	Concurrent Calls Upto 16
Etern 29	Concurrent Calls Upto 16
Etern 30	Concurrent Calls Upto 17

Customer Service Contact Details:

Phone: [13 000 TECHLAB](tel:13000TECHLAB)

Email: Support@etern.thetechlab.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. For more information see our complaints handling page.

 thetechlab.com.au/business-voice/

 support@etern.thetechlab.com.au

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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

 thetechlab.com.au/business-voice/

 support@etern.thetechlab.com.au

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