



## Critical Information Summary

The Techlab Pty Ltd | ABN: 95 638 865 040

# Techlab Etern Infinity Plans

### 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 Etern Infinity plan includes calls to 13/1300 numbers, Local/STD calls and calls to Australian Mobiles. It also includes free Techlab Etern to Techlab Etern calls.

### What Is Not Included:

Your plan does not include 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 <https://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/](https://thetechlab.com.au/business-voice/)

 [support@etern.thetechlab.com.au](mailto:support@etern.thetechlab.com.au)

 13 000 TECHLAB

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





## **Additional Fair Use Terms Techlab Etern Infinity Plans:**

Included calls are subject to fair use. Fair use of the Techlab Etern Infinity plan 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 Techlab Etern network.

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 Techlab Etern. 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 centre, for telemarketing, providing brokerage services, providing booking agent services, or providing telehealth services.

This plan can only have single-user devices such as Yealink, Grandstream and Cisco VoIP Phones connected to Hosted PBX Extensions only. SIP Trunking is not included and no PBX systems (Asterisk, 3CX etc) or other line-sharing devices are permitted on Etern Infinity plans. Connection of a PBX or line-sharing device, or a configuration that results in line sharing will result in account suspension and cancellation of the account.

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.

### **Trial Period**

No trial period is applicable to this plan. Monthly fees begin when the service is activated.

## **CHARGES FOR USING THIS SERVICE.**

The minimum monthly charge for Infinity 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	0
Calls To AU Mobiles	0
Australia 1300	0
Australia 1345	\$0.30/call
Australia 1800	0
Virtual Fax	20c per Fax



## Concurrent Calls

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

## 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

<https://thetechlab.com.au/techlab-etern-plans/ICR>

[thetechlab.com.au/business-voice/](https://thetechlab.com.au/business-voice/)

[support@etern.thetechlab.com.au](mailto:support@etern.thetechlab.com.au)

13 000 TECHLAB

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





## **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: <https://etern.thetechlab.com.au>

### **Customer Service Contact Details:**

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

Email: [Support@etern.thetechlab.com.au](mailto: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.

### **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](http://www.tio.com.au/making-a-complaint) or by calling:

1800 062 058