



This is a summary only. Full terms and conditions are in our Customer Agreement, available at [www.voiceclouddigital.com.au](http://www.voiceclouddigital.com.au)

This Critical Information Summary (CIS) sets out the key information about our Hosted Voice service. It will help you decide if our service is right for you. It covers our standard month-to-month Hosted Voice plans.



### 1. HOSTED VOICE PLAN OPTIONS

| HOSTED VOICE | MONTHLY PRICE<br>(PER USER) | CALLS                           | FAX                           | INCLUDED                     |
|--------------|-----------------------------|---------------------------------|-------------------------------|------------------------------|
| VCD PAYG     | <b>\$15</b><br>per user     | Pay per calls                   | Fax 2 Email<br>(Inbound Only) | Mobile & Desktop<br>Included |
| VCD Value    | <b>\$30</b><br>per user     | Unlimited calls<br>in australia | Fax 2 Email<br>(Inbound Only) | Mobile & Desktop<br>Included |

### WHAT'S INCLUDED



#### RELIABLE CALLS

High quality voice calls you can rely on.



#### FAX 2 EMAIL

Inbound faxes are delivered to your email.



#### MOBILE & DESKTOP

Work from anywhere with mobile and desktop apps.



#### EASY MANAGEMENT

Simple online portal to manage your service.



### 2. IMPORTANT INFORMATION



#### MONTH-TO-MONTH

No lock-in contract. Cancel anytime.



#### FAIR USE

Our Fair Use Policy applies. Visit [www.voiceclouddigital.com.au](http://www.voiceclouddigital.com.au) for full details.



#### SERVICE AVAILABILITY

Service availability may vary. A stable internet connection is required.



### 3. SUPPORT & CONTACT



#### Phone

1300 365 316



#### Email

[hello@voiceclouddigital.com.au](mailto:hello@voiceclouddigital.com.au)



#### Website

[www.voiceclouddigital.com.au](http://www.voiceclouddigital.com.au)



#### Support Hours

Mon – Fri: 9:00am – 5:30pm AEST



#### Complaints

[info@voiceclouddigital.com.au](mailto:info@voiceclouddigital.com.au)



### 4. COMPLAINTS & DISPUTE RESOLUTION

We are committed to resolving any concerns you may have. If you are not satisfied with our response, please contact us:



1300 365 316



[info@voiceclouddigital.com.au](mailto:info@voiceclouddigital.com.au)



#### IMPORTANT INFORMATION

This service is for use in Australia only.



This is a month-to-month service with no lock-in contract.



A compatible device and internet connection are required.



Visit our website for our Privacy Policy, Fair Use Policy and Customer Terms.