

Critical Information Summary

Otto IT | ABN: 14 642 190 967
Otto IT – Per User, Timed, With Teams

Information About the Service

The **Otto IT Per User, Timed, With Teams** provides call functionality within Microsoft Teams. Specifically designed for standard business calling environments such as general offices.

Is the offer part of a bundle?	No
Is the customer required to buy any goods as part of the offer?	Optional
Does the offer have any minimum term?	No

What Is Included:

- SIP Channel capacity (**one concurrent call per channel**)
- Otto IT support during business hours (optional 24/7 add-on)

What Is Not Included:

- Unlimited Local Calls
- Unlimited National Calls
- Unlimited Calls to Australian Mobiles
- Unlimited Calls to 1800 numbers
- Outbound international calls (charged separately)
- Premium/190x services
- Hardware or PBX equipment (optional purchase)

Fair Use Policy

This service is designed for legitimate commercial call-centre usage. Unlimited calling is subject to fair use. Otto IT may take corrective action if usage is fraudulent, malicious, or exceeds typical call-centre patterns.

Charges for Using the Service

Minimum Monthly Charge: \$299 per channel per month.

Call Rates (Retail):	
Per User PAYG	\$11
Local & National	\$0.10 per call untimed
Calls to 13/1300	\$0.25 per call untimed
Calls to Mobiles	\$0.25 per minute
International	For international call rates, please ask your Partner Success Manager.

Contract Term

1 month minimum term
1 month notice required for cancellation

Early Termination

No early termination fees.

Customer Service

Phone: 1300 OTTO IT

Email: support@ottoit.com.au

Website: ottoit.com.au