

Critical Information Summary

Otto IT | ABN: 14 642 190 967

Otto IT – Trunk Plan

Information About the Service

The **Otto IT Trunk Plan** provides standard call functionality, 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 business usage. Any 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):	
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