

CallN Call Recording and Analytics



Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

Information about the service

CallN is a hybrid cloud call recording, call transcription, call sentiment, call analytics and business intelligence solution for telephone systems with VoIP handsets and soft phones. CallN was created to help businesses improve customer communication and satisfaction, improve staff performance, decrease risk, manage compliance and improve business results.

It is easy and quick to setup, scalable from one to hundreds of handsets, accessed from any web browser with an internet connection and provides a simple to use but powerful interface.

For more information visit telstra.com or calln.com.

Availability

To take advantage of CallN Call Recording, Analytics and Business Intelligence, you'll need to be on a Telstra Business System (TBS).

You are eligible to take up a Telstra Business System™ if you are a business customer, have an ABN, ACN or ARBN, and you're billed directly by Telstra.

Minimum Term

Available on 12, 24, 36, 48 or 60 month terms. The term must align to the term of the corresponding Telstra Business System package.

What's included

With CallN you only pay for the handset that you need to record and analyse. There are two types of CallN handset licenses, 'CallN Business' and 'CallN Enterprise'. Contact your Telstra Account Executive or TBS Dealer for feature details. Both license types include up to seven years of rolling storage for call recordings and data.

You will have access to CallN customer and technical support as well as a knowledge base, user guides and training videos. Customer and technical support is available Monday to Friday 8.30am to 5pm AEST excluding public holidays, to help troubleshoot any issues or answer your questions.

What's not included

In order to install the CallN thin client software, you will need to separately obtain a Windows-based PC (recording PC) and an Ethernet switch with 'port mirroring' capability. To confirm if your customer premise equipment is suitable, contact your local TBS dealer or Telstra Account Executive.

Information about pricing

Total minimum plan cost

CallN pricing is charged on a per handset license basis for a minimum 12 month term. For finance and monthly payment options, speak to your local TBS dealer or Telstra Account Executive.

Term	CallN Business Total cost inc. GST per handset license	CallN Enterprise Total cost inc. GST per handset license
12 Months	\$298.80	\$598.80*
24 Months	\$597.60	\$1,197.60*
36 Months	\$896.40	\$1,796.40*
48 Months	\$1,195.20	\$2,395.20*
60 Months	\$1,494.00	\$2,994.00*

* Minimum 10 x CallN Enterprise Handset Licenses. 10hrs p /mth p/license of call transcription included. Additional transcription hours can be purchased.

Additional handset licenses

Additional handset licenses can be added at any time and are charged on a pro-rata month basis for the remaining months left on your plan. The handset license renewal date remains the same for all your handset licenses.

Early Termination Charges

If you have paid in advance, you can cancel at any time and no Early Termination Charge (ETC) will apply. No refunds will apply, pro-rata or otherwise on unused amounts of your contract.

If you have taken up a TBS Repayment Option and you decide to cancel your package early, you will need to pay a TBS Repayment Option ETC. The ETC decreases by equal instalments each month you remain on the plan, and is calculated in accordance with your repayment terms as per our terms and conditions. Any applicable ETC's for your TBS package may also apply.

Other information

Manage your service online

There's a range of online tools to help you to easily manage your services. These tools help you view and pay your bill online, monitor your usage, and more. For more information please visit telstra.com/business/selfservice

Billing

The pricing in this Critical Information Summary is for your first billing cycle only. To opt into receiving paperless billing, visit telstra.com/emailbill to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

Need help? We're here for you

Visit telstra.com/contactus for our support options. Call 13 20 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

Complaints

If there's something you're not happy with and you wish to make a complaint, visit telstra.com/complaints. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

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