



## CLOUD PBX – PBX UNLIMITED

# Critical Information Summary

### Information about the service

#### SERVICE DESCRIPTION

The Cloud PBX: **PBX Unlimited** VOIP business phone plan is provided to Australian Phone Company business customers.

Australian Phone Cloud PBX: **PBX Unlimited** VoIP plan provides businesses access to make and receive calls over the internet to the Public Switched Telephone Network (PSTN), via Voice over Internet Protocol technology with set of contemporary PBX features.

#### CONTRACT TERM

You have no contract liability; we provide service only on pre-pay basis.

#### KEY DETAILS

VoIP is internet telephony. The availability and quality of the service may differ from a standard telephone. Australian Phone only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about Australian Phone VoIP services and the Customer Service Guarantee is available on [www.australianphone.com.au](http://www.australianphone.com.au)

You must maintain a broadband connection of at least 128k/128k speed per SIP extension and a power supply. You will be supplied with the required hardware (with an additional payment for equipment) to use the service if required, alternatively you may use soft phone on your PC or mobile.

Australian Phone VoIP business/residential plan can be used to call the emergency number 000, however you should not regard any

VoIP service as a reliable service in an emergency. Priority Assistance does not apply to Australian Phone VoIP services.

VoIP services are not recommended if you/another business/residential have a disability, serious illness or other life threatening condition necessitating an uninterrupted phone line.

### Information about the pricing

#### MONTHLY ACCESS FEE

\$28.95 per month per each User, Cloud PBX: **PBX Unlimited** plan includes:

- One DID (Australian Phone Number provided) from selected location.
- One User to place/receive calls
- 36 Cloud PBX features

If customer requires multiple users per account \$28.95 per month is multiplied to number of users. Maximum number of extensions/users per PBX is not limited.

1300/1800 Phone numbers are ordered separately as \$9.0 per month for 1300 service and \$15.0 per month for 1800 services.

#### SETUP FEE

Account setup cost is FREE, activation is done within 1 Business day after details verification. \$5 provided on account for trial purposes.

#### MINIMUM TOTAL COST

Plan includes \$5 trial for unlimited users. \$28.95 per user is minimum cost per month after trial. No hardware is supplied by default.

### CALL CHARGES

Local/National calls: Included

Calls to 13/1300 numbers: Included

Calls to “Australian Phone Company” customer’s numbers are free, calls inside Cloud PBX are free, incoming calls to standard phone numbers are free.

Calls to Australian Mobiles: Included

Incoming calls on 1300/1800 numbers are charged as 4.5 cents per minute with per second increment with 10 seconds minimum time.

### TRUNK CAPACITY

Number of concurrent inbound/outgoing calls to/from PBX is limited up to number of Users in PBX. (1300/1800 Incoming calls are excluded from trunk capacity and not counted).

### INTERNATIONAL CALLS

Calls are charged in 60 second increments. Rates are subject to change.

Full details of international call rates are available on [www.australianphone.com.au/calls/international-rates](http://www.australianphone.com.au/calls/international-rates)

### EARLY TERMINATION CHARGE

No termination fees as far as no contract obligations required, money will be returned excluding played for calls and monthly fees for used months.

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## Other Information

### FULL TERMS

Information and pricing is correct at time of printing. All pricing is exclusive of GST. This information is a summary only. Visit [www.australianphone.com.au](http://www.australianphone.com.au) for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

### USAGE INFORMATION

For information about your current usage levels please use the Australian Phone MY ACCOUNT area available at [www.australianphone.com.au](http://www.australianphone.com.au) or contact Customer Service by calling 03 9999 82 89.

### PAYMENTS

Accounts must be paid by PayPal, Credit Card (including automated) online payment, BPAY via MY ACCOUNT area, or Direct EFT to Australian Phone Company bank account. Visit [www.australianphone.com.au](http://www.australianphone.com.au). No option for Direct Bank Debit is currently available.

### CONTACT US

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 03 9999 82 89 8am - 8pm AEST, Monday to Friday, and 9am - 5pm Saturday. If we are unable to resolve your issue to your satisfaction, please visit

<http://www.australianphone.com.au/support/f-a-q/137-cust-service> to see our complaint handling policy. If you are still not satisfied with the steps taken by Australian Phone to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Australian Phone and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.

### ONLINE BILLING

You can save and support the environment by opting for our online billing. Please visit MY ACCOUNT area at [www.australianphone.com.au](http://www.australianphone.com.au)

### FAIR USE POLICY

We are keeping rights to apply our "Fair Use Policy" at "PBX Unlimited" plans that have "Included", "Untimed", and "FREE" options when we detect unreasonable usage and reserving rights to change plan without any future notice.

Under unreasonable usage for "PBX Unlimited" plans we understand using of your "PBX Unlimited" plan for any apart from normal office purposes like: Call Centers, Telemarketing, Calling Cards, Traffic terminations, Calls forwarding or aggregations from other networks, wholesale re-resale any of our services. We may identify these issues by type of connected device, calls profile or any symptoms that we may consider as reasonable. In case we find your usage unreasonable we contact to you by e-mail with a first and last warning. If usage continues in the same manner we switch you to business plan with no free calls option or your service may be suspended without any money refund.

**If you have any questions regarding your service call us on**

**03 9999 82 89**

**[www.australianphone.com.au](http://www.australianphone.com.au)**