



Cloud PBX Classic - Unlimited

Critical Information Summary

Information about the service

SERVICE DESCRIPTION

The Cloud PBX Classic Unlimited VOIP service is provided to small business Australian and overseas customers. Plan is designed for normal office business usage and cannot be used for any type of Call Centers, Telemarketing, Calling Cards, Traffic terminations, Calls forwarding or aggregations from other networks, wholesale re-resale any of our services.

Australian Phone VoIP plans provide business access to make and receive calls over the internet to the Public Switched Telephone Network (PSTN), via Voice over Internet Protocol technology.

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

You must maintain a broadband connection of at least 512/128k speed for each line. 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 Unlimited plan may be used to call the emergency number 000, in this case 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 resident or business demands have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line.

Information about the pricing

MONTHLY ACCESS FEE

\$59 AUD per month for Cloud PBX. Monthly fee includes four users (extensions), One phone line (Unlimited Calls Channel), and two Australian Phone Number (DID). Additional Users/Extensions may be ordered separately and charged as \$6 AUD per month per extension, any additional numbers may be ordered separately and charged as \$2 AUD per month per number. One line means one concurrent outgoing or incoming call. If a customer needs more than one call at one moment of time number of lines may be increased with \$35 AUD per each additional line. 1300/1800 Phone numbers are ordered separately as \$9.0 per month for 1300 service and \$15.0 per month for 1800 services. Australian Mobile DID \$7.5 AUD per month

SETUP FEE

\$0 instant online activation, \$5 credit provided for FREE TRIAL, with 1 month time limit.

MINIMUM TOTAL COST

\$59 AUD minimum cost, for at least one-month fees, including rental for two Australian DID from any location.

CALL CHARGES

- Local/National calls: Included
- Calls to 13/1300 numbers: Included
- Australian Mobile calls: Included
- Calls to "Australian Phone Company" customers (on net calls) numbers are free.

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

Calls CAPACITY

For Cloud PBX Classic Unlimited plan Australian Phone provides SIP connection to external phone network as one Unlimited line included to the plan.

Additional PBX Features

Additional features or add-ons are provided by request from the user:

- Calls recording \$18 AUD per month
- CRM Integration \$18 AUD per month
- Statistic Module \$18 AUD per month
- Call Centre Module \$18 AUD per month

- BYO Provider \$18 AUD per month
- Microsoft Teams Integration \$9 AUD per extension per month

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

EARLY TERMINATION CHARGE

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

Critical Information Summary

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 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 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. 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 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

FAIR USE POLICY

We are keeping rights to apply our “Fair Use Policy” at “**Business 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 “Cloud PBX Unlimited” plan for any apart from normal office purposes like: Call Centers, Telemarketing, Calling Cards, Traffic terminations or any similar use, any type of Automatic – Dialers (Including Alarm Systems), 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 included calls option or your service may be suspended without any money refund.

If you have any questions regarding your service contact us on:

Phone: 1800 APHONE (1800 274 663), or +61399998289,

Email: support@australianphone.com.au

Web: <https://cloudpbxaustralia.com.au/>