

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION and KEY INFORMATION

**BusinessCom NetPhone** is a combination of an IP Phone, a Hosted PBX service and a Business Grade SIP Trunk. The service delivers business PBX functionality and allows you to make and receive phone calls by connecting the IP Phone to a suitable internet service.

The **Monthly Access Fee** includes a multi channel SIP Trunk, an Australian phone number and access to all the standard Hosted PBX features and functions. Calls are Free between NetPhones and Hosted PBX extensions on the same account. Other calls, optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly Access Fee. This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure.

Ownership of the **IP Desk Phone** passes to the Account Holder upon payment of the set-up fee and delivery of the handset.

#### MINIMUM TERM and PLAN CHANGES

Minimum term is one (1) month. You can change your plan at any time and changes take effect from the commencement of the following billing period.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

HOSTED PBX NETPHONE	NET ONE	NET BIZ
ACCESS FEE	\$10 per Month	\$10 per Month
EXTENSION CALLS	FREE	FREE
LOCAL CALLS	8c per Call	8c per Call
NATIONAL CALLS	8c per Call	8c per Call
MOBILE CALLS	13c per Minute	13c per Minute
CALLS TO 13/1300	25c per Call	25c per Call
IP PHONE / P&H	Included	Included

Timed Calls are quoted in per minute rates and charged in one second increments.

#### ADDITIONAL CHARGES

Additional charges may apply for some Value Added Services such as Pro Voice and additional Direct In-Dial Numbers.

#### SET UP FEE and MINIMUM TOTAL COST

There is a Set Up Fee of \$180 for NetOne and \$150 for NetBiz which includes the IP Phone and Postage & Handling to an Australian address. Minimum total cost is \$160 (NetOne) and \$190 (NetBiz).

#### HARDWARE and INSTALLATION REQUIREMENTS

You will be supplied with a pre-configured IP Phone. An internet service with minimum 100/100 Kbps per concurrent call is required to operate the service. Additional configuration of your network and routers may be required and is not included. The service may not be compatible with certain routers. Please contact our Customer Service Team to check hardware and network compatibility.

#### CALLS to INTERNATIONAL NUMBERS

Calls to international numbers are charged according to the country being dialled. For all international call rates please visit our website or contact our Customer Service Team on **1300 000 300**.

#### EARLY TERMINATION CHARGE and CANCELLATIONS

There are no Early Termination Charges. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the calendar month in which the service is being cancelled or transferred.

### OTHER INFORMATION

#### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit [www.businesscom.com.au](http://www.businesscom.com.au)

#### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCom will commence the connection process. Connection timeframes may vary upon the type of connection required. BusinessCom will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

#### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 000 300**.

#### BILLING

BusinessCom will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. BusinessCom's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$4.40. To opt in to paper billing, please contact our Customer Service Team on **1300 000 300**.

#### PAYMENT METHOD

BusinessCom accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

#### CONTACT US

BusinessCom is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 300**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.businesscom.com.au/complimentsandcomplaints](http://www.businesscom.com.au/complimentsandcomplaints)

If you are still not satisfied with the steps taken by BusinessCom to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with BusinessCom 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.