

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION and KEY INFORMATION

**BusinessCo 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 to Australian landlines, mobiles and 13/1300 numbers are included and **subject to BusinessCo's Fair Use Policy** which can be found at [businesscom.com.au/info-docs](http://businesscom.com.au/info-docs). 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.

#### MINIMUM TERM and IP HANDSET OWNERSHIP

Minimum term is 12 months. Ownership of the IP phone provided with the service passes to the Account Holder upon completion of the minimum term at which time you can change to a hosted PBX plan of your choice. You can do so by contacting our Customer Care Team on 1300 000 300.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

HOSTED PBX NETPHONE	NET LITE	NET BIZ
ACCESS FEE	\$49 per Month	\$49 per Month
SOFTPHONE APP	Included	Optional Extra
LOCAL CALLS	Included	Included
NATIONAL CALLS	Included	Included
AUS MOBILE CALLS	Included	Included
CALLS TO 13/1300	25c per Call	25c per Call
IP PHONE Included	Yealink W60P	Yealink T54W
P&H AUS Wide	Included	Included

#### ADDITIONAL CHARGES and ORDER LIMITS

Additional charges may apply for some Value Added Services such as the SoftPhone App and additional Direct In-Dial Numbers. Maximum of four (4) netphones per customer.

#### SET UP FEE and MINIMUM TOTAL COST

Set-up fee - \$0. Minimum total cost is \$588 over 12 months.

#### 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

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term..

### 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.