



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

Business Complete 1300 is an out-of-the-box solution that delivers full business PBX functionality through the Softphone App, along with a fully featured inbound 1300 number. It lets you make, receive and manage calls via the UCOM Softphone App and the Inbound 1300 portal. The monthly access fee covers a hosted PBX user licence, a multi-channel SIP trunk, a softphone app user licence, an AU landline number, an inbound 1300 number, and access to a broad range of enterprise-grade call management and PBX features. Calls between users on the same system are free. Please note: this service is not suitable if you need an uninterrupted phone service with access to 000 emergency services, and it will not operate during a power failure or internet outage.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

IP PHONE SYSTEMS	BUSINESS COMPLETE 1300	BUSINESS COMPLETE 1300
SOFTPHONE PBX + 1300	LITE	PRO
ACCESS FEE per EXT per Month	\$19	\$33
1300 Number (New/BYO)	Included	Included
AUS Landline Number (New/BYO)	Included	Included
Hosted PBX (Premium Features)	Included	Included
UCOM Softphone App	Included	Included
UCOM GO PBX Outbound Call Charges		
AUS LANDLINE	9c per Call	Included
AUS MOBILE CALLS	9c per Minute	Included
CALLS TO 13/1300	22c per Call	22c per Call
Inter Account Calls	Included	Included
1300 Number Inbound Call Charges		
Included Calls AU Fixed / Mobile	\$9 per Month Included	\$9 per Month Included
Inbound Calls Routed to AU Fixed	6c per Minute	6c per Minute
Inbound Calls Routed to AU Mobile	12c per Minute	12c per Minute
AI Call Intelligence	6c per Minute	6c per Minute
Add On Modules		
Integrations SMS/CRM/MSTeams	\$3 p/Mth	\$3 p/Mth
SMS Plan Bolt On*	From \$9 p/Mth	From \$9 p/Mth

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

The use of the service(s) and Included Calls are subject to UCOM's **Acceptable Use Policy**.

* **SMS Plan Bolt On** is optional and includes the ability to send and receive mobile SMS messages.

For pricing and included SMS messages, please refer to the Business SMS CIS.

SET UP FEES and ADDITIONAL CHARGES

Set Up Fee - \$29. **Integrations Set Up (optional)** - \$29. Additional charges may apply for some Value Added Services such as number porting, complex routing options and complex PBX programming.

MINIMUM TERM, PLAN CHANGES and CONDITIONS

Minimum Term - 1 Month. You can change your plan at any time, changes take effect from the commencement of the following billing period. Please note that all Users on the same PBX system must either be on LITE plans or PRO plans, combination of both types of plans is not available.

MINIMUM TOTAL COST

Business Complete LITE - \$48. **Business Complete PRO** - \$62.

INCLUDED CALLS and ACCEPTABLE USE POLICY

Outbound: Included calls are subject to UCOM's Acceptable Use Policy. Services utilising the PRO plans must be used in a way that is consistent with typical business calling usage and must not be used for telemarketing or call centre operations. **Inbound to 1300 Number:** Included call value is calculated using the standard inbound call rates.

INTERNATIONAL CALLS

Outbound: calls to international numbers are charged according to the country being dialled. For international call rates please contact us on **1300 00 1300**.

Inbound to 1300 Number: although 1300 numbers may be called from some countries, they are not designed for use outside of Australia and the AU landline number is recommended as the international point of contact.

NETWORK REQUIREMENTS

An internet service with minimum 100/100 Kbps per concurrent call is required to operate the service.

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 billing period in which the service is being cancelled/ported out.

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 Customer Terms and Company Policies, please visit www.business1300.com.au/policies-legal

CONNECTION TIMEFRAMES

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

BILLING

We will bill you in advance for the monthly access fee and in arrears for any additional 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. Our standard method for bill delivery is email.

PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

CONTACT US

B1300 is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 00 1300**.

If for some reason you are not satisfied with the service received, please contact our Customer Care Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit b1300.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by B1300 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 B1300 and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.