CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

UCOM Hosted Voice is a combination of a hosted PBX service and a business grade SIP Trunk. It delivers business PBX functionality and allows you to make and receive phone calls by connecting a pre-configured calling device such as an IP phone or a Softphone App to a suitable broadband internet service. The monthly access fee includes a Hosted PBX user licence, a multi channel SIP Trunk, an Australian phone number and access to a wide range of enterprise-grade Hosted PBX features and functions. Calls are free between PBX users on the same system. **UCOM Softphone App** is a feature rich mobile and desktop softphone app that allows you to make, receive and manage phone calls when configured with a UCOM Hosted Voice service.

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.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

IP PHONE SYSTEMS UCOM Hosted Voice	UCOM GO LITE	UCOM GO PRO
ACCESS FEE per EXT	$10 p/Mo	$24 p/Mo
Minimum Users	1	1
AUS LANDLINE	9c p/Call	Included
AUS MOBILE CALLS	9c p/Min	Included
CALLS TO 13/1300	22c p/Call	22c p/Call
Inter Account Calls	Included	Included
AUS Landline Number (New/BYO)	Included	Included
Hosted PBX (Premium Features)	Included	Included
UCOM SoftPhone per User	Included	Included
Integrations per User*	$3 p/Mo	$3 p/Mo
1300/1800 Number**	$9 p/Mo	$9 p/Mo
SMS Plan Bolt On***	$19 p/Mo	$19 p/Mo
Term	1 Month	1 Month

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 BusinessCo's **Acceptable Use Policy**.
* **Integrations**: CRM system integration and MS Teams - some restrictions apply. Please contact our Customer Care Team for further details.
** **1300/1800 Number** is optional and includes additional features and functions. For pricing and call rate details, please refer to the 1300-1800 Bundle 9 CIS.
*** **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.

MINIMUM TERM, PLAN CHANGES and CONDITIONS

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.

Please note that all Users on the same PBX system must either be on GO LITE plans or GO PRO plans, combination of both types of plans is not available.

ADDITIONAL CHARGES

Additional charges may apply for some additional services such as number porting and complex PBX programming.

ADDITIONAL CHARGES

Set Up Fee: $10 Minimum Total Cost: $20

INCLUDED CALLS and ACCEPTABLE USE POLICY

Included calls are subject to BusinessCo's Acceptable Use Policy. Services utilising Ultimate PBX 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.

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 00 1300**.

NETWORK REQUIREMENTS

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

EARLY TERMINATION CHARGE and CANCELLATIONS

Services can be cancelled or ported out 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, Business1300 will commence the connection process. Connection timeframes may vary upon the type of connection required. Business1300 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 00 1300**.

BILLING

Business1300 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. Business1300's standard method for bill delivery is email. Paper billing is available for a monthly fee of $5. To opt in to paper billing, please contact our Customer Service Team on **1300 00 1300**.

PAYMENT METHOD

Business1300 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

Business1300 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 Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit **www.business1300.com.au/compliments-and-complaints**

If you are still not satisfied with the steps taken by Business1300 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 Business1300 and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

☎ **1300 00 1300**

business1300.com.au

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