

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

BusinessCo NetPhone is a complete out-of-the-box solution that delivers business PBX functionality and allows you to make and receive phone calls by connecting the selected calling device to a suitable broadband internet service. The monthly access fee includes a SIP Trunk, an Australian phone number and access to a wide range of enterprise-grade hosted PBX features and functions. Calls are free between Netphones on the same account. Other calls, optional Value Added Services and any other equipment or services required to operate the service are not included unless specified otherwise. 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: NetZERO - 1 Month; NetLITE / NetBIZ - 24 Months. If applicable, 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	FLEXI NETZERO	ULTIMATE NETZERO+	ULTIMATE NETLITE	ULTIMATE NETBIZ
ACCESS FEE	\$11 per Month	\$29 per Month	\$39 per Month	\$39 per Month
UCOM Softphone	Included	Included	Included	Included
AUS LANDLINE	9c per Call	Included	Included	Included
AUS MOBILE	9c per Minute	Included	Included	Included
CALLS TO 13/1300	25c per Call	25c per Call	25c per Call	25c per Call
1300/1800 Number*	\$9 per Month	\$9 per Month	\$9 per Month	\$9 per Month
IP Phone Included	No	No	Yealink W76P	Yealink T53W
Term	1 Month	1 Month	24 Months	24 Months

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**.
 * 1300/1800 Number is optional. For pricing and call rate details, please refer to the 1300-1800 Bundle 9 CIS.

ADDITIONAL CHARGES and SPECIAL CONDITIONS

Charges may apply for some additional services such as number porting, call recording and complex PBX programming. Please note that all NetPhones on the same account must either be on FLEXI plans or ULTIMATE plans, combination of both types of plans is not available. Plan changes are only available across the NetZero plans and take effect from the commencement of the following billing period.

SET UP FEE and MINIMUM TOTAL COST

Set-Up Fee: \$19 including P&H. Minimum Total Cost: NETZERO \$30; NETZERO+ \$48; NETLITE \$955; NETBIZ \$955.

HARDWARE and INSTALLATION REQUIREMENTS

If applicable, 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.

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 a 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 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. A full monthly access fee applies to the billing period in which the service is being cancelled.

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.businessco.com.au/policies-legal

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCo will commence the connection process. Connection timeframes may vary upon the type of connection required. BusinessCo 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

BusinessCo 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. BusinessCo'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 000 300.

PAYMENT METHOD

BusinessCo 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

BusinessCo 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.businessco.com.au/compliments-and-complaint

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