



# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION and KEY INFORMATION

UCOM SoftPhone is a feature rich mobile and desktop softphone app that requires a combination of a suitable internet connection, and a SIP trunk or a Hosted PBX service to make, receive and manage phone calls. It comes with a range of premium communication features and can be bundled with or without a Hosted PBX service.

When bundled with a Hosted PBX 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. 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.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEE and CALL CHARGES

IP TELEPHONY SOFTPHONE	FLEXI UCOMAPP	FLEXI UCOMGO	ULTIMATE UCOMPRO
ACCESS FEE	\$3 per Month	\$11 per Month	\$29 per Month
LOCAL CALLS	N/A	9c per Call	Included
NATIONAL CALLS	N/A	9c per Call	Included
AUS MOBILE CALLS	N/A	9c per Minute	Included
CALLS TO 13/1300	N/A	25c per Call	25c per Call
SoftPhone Included	Yes	Yes	Yes
1300/1800 Number*	N/A	\$9 per Month	\$9 per Month
Set Up Fee	\$19	\$19	\$19
Term	1 Month	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**.  
 \* 1300/1800 Number is optional. For pricing and call rate details, please refer to the 1300-1800 Bundle 9 CIS.

### ADDITIONAL CHARGES and OTHER CONDITIONS

Only Applicable to UCOMGO and UCOMPRO: charges may apply for some additional services such as number porting, call recording and complex PBX programming. Please note that all UCOM SoftPhones on the same account (excluding UCOMAPP) must either be on FLEXI plans (UCOMGO) or ULTIMATE plans (UCOMPRO), combination of both types of plans is not available.

### SET UP FEE and MINIMUM TOTAL COST

Set-Up Fee: \$19. Minimum Total Cost: \$22

### 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.

### 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.

## 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**.

### NETWORK REQUIREMENTS

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

## 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](http://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](http://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](http://www.tio.com.au) or by calling 1800 062 058.