

# Critical Information Summary

## - Business Phone



For everything Internet, there's a Net.

This summary provides important information regarding OntheNet's Business Phone service. Full terms and conditions are available on our website [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

### Information About the Service

Business Phone provides the customer with a PBX hosted by OntheNet that utilises a Voice over IP (VoIP) connection to make and receive phone calls. The service requires a suitable Internet connection at each customer site. This product is not required to be bundled with any other OntheNet product, however, it is recommended that it be used in conjunction with a dedicated OntheNet broadband service.

#### The service includes:

- Unlimited calls to Australian local, national and mobile numbers. Call rates for all other call types can be viewed online at [www.onthenet.com.au/business-phone](http://www.onthenet.com.au/business-phone)
- One rented telephone handset, one PBX extension for a user/agent and one new geographic phone number for an Australian capital city or the Gold Coast, per handset plan.
- A range of features as outlined at [www.onthenet.com.au/business-phone](http://www.onthenet.com.au/business-phone). Some features will incur additional charges.
- Outbound caller ID by extension.
- Online access to the OntheNet Toolbox for viewing call records and administering some features of the service.
- Usage notifications via email.
- After hours Technical Support.

#### Optional features that incur additional charges include:

- Additional geographic numbers, Freephone (1800) and Local Rate (1300) numbers and number porting.
- Interactive Voice Response (IVR) menus and queues.
- Fax to Email, for sending and receiving faxes via email instead of a traditional fax machine.

#### Exclusions, Limitations and Restrictions

- The service must not be used outside Australia or for telemarketing, call centre functions or similar uses.
- Only OntheNet supplied handsets can be used with the service. Each user/agent will require a handset. Softphones and other handsets cannot be used. Handsets are supplied on a rental basis and remain the property of OntheNet. All handsets must be returned upon cancellation of the service otherwise replacement charges will apply. The minimum contract term for each handset plan is 12 months unless a 36 month contract term is selected.
- The maximum amount of simultaneous calls is limited to the total number of handsets. Simultaneous international calls are limited to 5, or the total number of handsets, if less. The actual number of simultaneous calls is dependent on available broadband bandwidth, the VoIP codec and networking equipment used.
- Outbound international calls are disabled by default. International calls can be enabled via Toolbox if required.
- Calls cannot be made to 1900 numbers and any calls that exceed 12 hours shall be automatically terminated.
- 13 and 1900 numbers cannot be used with the service (1300 & 1800 numbers are supported).
- For Fax to Email, the customer must have their own domain name from which they can send emails and a telephone number dedicated to receiving faxes.
- The customer is responsible for any licencing required for "on hold" music that is not included with the service.
- The PBX will be configured according to OntheNet's configuration template. Consultancy fees may apply for designing and configuring a more complex solution. Template details are available at [www.onthenet.com.au/business-phone](http://www.onthenet.com.au/business-phone). To make changes to the PBX configuration after the service is setup a request must be submitted to OntheNet and charges may apply. An online portal is not provided.
- If the geographic region for a phone number is not the region the customer is located in the customer will have an Out of Area number. An Out of Area number may not be able to be ported to another service provider in the future. Calls to or from the number will be charged as if the customer is located in the region identified by the number and not the region the customer is actually located in.
- OntheNet propose that you waive your Customer Service Guarantee (CSG) protection and rights in full as described on the OntheNet website [www.onthenet.com.au/csg-waiver](http://www.onthenet.com.au/csg-waiver). You are not obliged to waive your protection and rights however, OntheNet may choose not to supply the service if you do not agree to waive your protection and rights in full. By waiving your protection and rights you agree that you are not able to make a claim to OntheNet for compensation where the CSG standards have not been met.
- The service does not include Priority Assistance Service for life threatening medical conditions.



## Information About Pricing

### Telephone Handsets

- All users/agents require a handset. Softphones and other handsets cannot be used.
- Each handset plan includes one rented telephone handset, one extension for a user/agent and one new geographic phone number for an Australian capital city or the Gold Coast.

Handset Type	Monthly Fee	Establishment Fee		Minimum Total Contract Price	
		12 month contract	36 month contract	12 month contract	36 month contract
Standard	\$34.95	\$49	\$0	\$468.40	\$1258.20
Cordless	\$34.95	\$49	\$0	\$468.40	\$1258.20
Manager	\$44.95	\$99	\$0	\$638.40	\$1618.20

### Additional Numbers

- One new geographic DID number for an Australian capital city or the Gold Coast is included with each handset plan. Additional numbers incur the following charges. Number porting fees apply per attempt.

Type	Monthly Fee	Number Porting
Geographic number	\$1	Simple port \$20 Complex port \$365
100 number range	\$40	\$365
1300/1800 number	\$27.50	\$150

### Additional Features

- The service includes a range of features as outlined at [www.onthenet.com.au/business-phone](http://www.onthenet.com.au/business-phone).
- The features listed below incur additional monthly charges.

Feature	Monthly Fee
Fax to Email	\$15 + call charges
IVR Menu & Queues	\$10 per queue
IVR Menu (no queues)	\$10

**Monthly Fee** - The minimum monthly fee is \$29.95. The maximum monthly fee will vary depending the number and type of handsets required, any optional extras that incur additional charges and call charges in excess of those included with the service. All monthly fees are payable in full.

**Establishment Fee** - An establishment fee is applicable to each handset plan, depending on the contract term selected. Additional setup costs may apply if the customer's requirements are more complex than the default configuration template (refer to [www.onthenet.com.au/business-phone](http://www.onthenet.com.au/business-phone)).

**Early Termination Fee** - Cancellation of the service prior to the contract end date will incur a maximum cancellation fee equal to the total of the remaining monthly fees to complete the contract term/s.

**Billing** - Monthly fees are billed in advance each month. Call charges are billed in arrears. All invoices are emailed to the customer as a PDF and can be viewed via the OntheNet Toolbox.

All prices include GST and are shown in AUD.

## Other Information

**Usage** - call records can be viewed online via the OntheNet Toolbox <http://toolbox.onthenet.com.au>

**Customer Service** - You can contact OntheNet for assistance by telephone 07 5553 9222 or via email. Refer to the OntheNet website for email address details and hours of operation [www.onthenet.com.au/contact-us](http://www.onthenet.com.au/contact-us)

**Complaints and Disputes** - If you are dissatisfied with the service you have received and wish to lodge a complaint please email [feedback@onthenet.com.au](mailto:feedback@onthenet.com.au) or contact us by telephone 07 5553 9222. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

**Telecommunications Industry Ombudsman (TIO)** - The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. The TIO can be contacted on 1800 062 058. More information regarding the TIO is available at [www.tio.com.au](http://www.tio.com.au)