Critical Information Summary
- Business Phone PLUS

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

Information About the Service

Business Phone PLUS 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-plus.

- Unlimited PBX extensions and up to 5 new or ported Australian geographic numbers are included.

- A range of features as outlined at www.onthenet.com.au/business-phone-plus.

- Hosting for the PBX and access to online portals to manage fuctions of the PBX.

- Usage notifications via email for excess call charges if applicable.

- 24/7 Technical Support.

Optional features that incur additional charges include:

- Additional geographic numbers, Freephone (1800) and Local Rate (1300) numbers and number porting.

- Additional call recording storage if required.

- Enterprise and Failover Features (please contact us for more info).

Exclusions, Limitations and Restrictions

- The Service must not be used for telemarketing, call centre functions or similar uses (eg. automated or repeated outbound dialling).

- A Contract Term is applicable. Upon completion of the Contract Term, OntheNet will cancel the service unless the customer has submitted a contract renewal request prior to the contract end date.

- Plan upgrades can be made anytime. Plan downgrades can only be submitted at the annual anniversary date of the service. A modification form must be received by OntheNet at least 30 days prior to the anniversary date.

- The maximum amount of simultaneous calls is limited to the selected plan. Simultaneous international calls are limited to 5, or the selected plan, if less. The actual number of simultaneous calls is dependent on available broadband bandwidth, the VoIP codec and networking equipment used.

- 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).

- The customer is responsible for any licencing required for "on hold" music that is not included with the service.

- The PBX Digital Receptionist and key settings will be configured according to OntheNet's configuration template and the Customers requirements. The Customer is responsible for configuring additional settings and ongoing management. Higher establishment fees or Consultancy fees may apply for designing and configuring a non-standard or complex solution.

- 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. 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.

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Information About Pricing

Plan Options

- Other plans are available on request.
- All plans include up to five new or ported Australian geographic numbers.

Plan	Monthly Fee	Establishment Fee	Minimum Total Contract Price 36 Months
4 simultaneous calls	$215	$0	$7740.00
8 simultaneous calls	$370	$0	$13320.00
16 simultaneous calls	$690	$0	$24840.00

Additional Numbers

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

Feature	Monthly Fee
10GB additional call recording storage	$10
30GB additional call recording storage	$27
Enterprise and Failover Features	Custom POA - refer to sales.

Monthly Fee - The minimum monthly fee is $215. The maximum monthly fee will vary depending on 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 may be applicable to each service. Additional setup costs may apply if the customer's requirements are more complex than the default configuration template found on OntheNet website.

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

Consultancy Fee - Consultancy fees may apply for OntheNet to change the configuration of the Service on the customers behalf.

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 or within the PBX Portal.

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.

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 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.

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.

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