

Critical Information Summary

- Hosted PBX



For everything internet, trust a local.

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

Information About the Service

Hosted PBX provides the customer with a PBX hosted at OntheNet. This service is only available as an add on to an OntheNet Business VoIP service which provides the ability to make and receive phone calls via a broadband Internet connection. For more information about Business VoIP please visit www.onthenet.com.au/business-voip

Any Internet service that connects to the PBX must be located in Australia and have a static IP address. All calls must be routed via the Business VoIP service.

The Hosted PBX service includes five extensions with additional extensions available for an additional fee. A limited range of PBX and call features are available as outlined at www.onthenet.com.au/hosted-pbx. Access to after hours Technical Support is also included.

To make changes to the Hosted PBX service a request must be submitted to OntheNet and charges may apply. An online portal is not provided.

VoIP compatible telephone handsets are required to use the service. These can be purchased from OntheNet as optional extras. Other hardware may be required as detailed in the Hosted PBX Service Specifications.

Minimum Term - The minimum contract term is 24 months.

Information About Pricing

Monthly Fee - The minimum monthly fee for a Hosted PBX service is \$50. The maximum monthly fee depends on the PBX features required. Additional extensions and some other PBX features incur additional monthly fees. All monthly fees are billed in advance each month.

Establishment Fee - A \$500 establishment fee is applicable for Hosted PBX services which includes up to 4 hours of OntheNet Consultancy Services for use during provisioning of the Service for design, configuration and testing of the PBX. Additional time required may incur Consultancy fees. If additional extensions, IVR menus or queues are required additional establishment fees will apply.

Early Termination Fee - The maximum early termination fee payable for a Hosted PBX service is equal to the total of the remaining monthly fees for the contract term.

Billing - All invoices are emailed to the customer as a PDF and are also available via the OntheNet Toolbox <http://toolbox.onthenet.com.au>.

Minimum Total Contract Price - For a Hosted PBX service with up to 5 extensions, no IVR and no queues, the minimum total contract price over a 24 month contract period is \$1700. This excludes costs associated with the Business VoIP service (eg. call charges and phone numbers).

All prices include GST and are shown in AUD.

Feature Description	Establishment Fee	Monthly Fee	Contract Term
Hosted PBX with 5 Extensions	\$500	\$50	24 Months
Additional 5 Extensions	\$99	\$30	N/A
Additional 100 Extensions		\$450	N/A
Interactive Voice Response (IVR) Menu	\$99	\$10	N/A
Queues (includes IVR Menu)	\$99 per queue	\$10 per queue	N/A

Note: A full list of features is available at www.onthenet.com.au/hosted-pbx



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Other Information

Usage - Business VoIP 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

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