

**Critical Information Summary: PBX 2**

Description of the Service

## Critical Information Summary: PBX 2

### Plan Summary

|                                      |                                   |
|--------------------------------------|-----------------------------------|
| <b>Minimum monthly charge</b>        | \$35.00                           |
| <b>Maximum monthly charge</b>        | \$35.00<br><i>excluding calls</i> |
| <b>Maximum early termination fee</b> | \$0.00                            |
| <b>Total minimum cost</b>            | \$35.00                           |
| <b>Minimum term applicable</b>       | 1 Month                           |

### Information About the Service

A Hosted Phone System (Hosted PBX) provides a telephone system 'virtually', that is, without the need to have a physical hard-wired phone system installed into your office. A Hosted PBX provides traditional phone system features, however, with a virtual system they are delivered via the Internet.

A minimum term of one month is required for a Hosted PBX service. If you wish to cancel your service we require written notice one full calendar month in advance of the termination date.

#### What is Included:

- Web based self-management interface to control your service
- Ability to make and receive telephone calls
- Competitive call rates
- Wide range of features for use on your service, such as call menus; call recording; call queues; time of day routing and voicemail

#### What is not Included:

- Hardware
- Internet connection
- Number porting fees (apply if you wish to transfer your number from another carrier)
- Dishonour and late payment fees

#### Important Restrictions:

- This service is not suitable for use with Mobile Broadband
- International phone numbers cannot be ported from us to another carrier

#### Important Qualifications:

- Requires a reliable high-speed internet connection

*All prices include GST and are valid as of 28/8/20.*

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### Information About Pricing

#### Monthly charges:

|                                    |                     |
|------------------------------------|---------------------|
| <b>Extensions</b>                  | 10                  |
| <b>Incoming Channels</b>           | 2                   |
| <b>Outgoing Channels</b>           | 2                   |
| <b>Local Phone Numbers</b>         | 5                   |
| <b>Additional Local Numbers</b>    | \$2.50 (per number) |
| <b>Monthly Fee</b>                 | \$35.00             |
| <b>Calls to Australia Local</b>    | \$0.12 per call     |
| <b>Calls to Australia National</b> | \$0.12 per call     |
| <b>Calls to Australia Mobile</b>   | \$0.20 per minute   |
| <b>Calls to Australia 13/1300</b>  | \$0.30 per call     |
| <b>Calls International</b>         | from 2c per minute  |

#### Call Cost to Australian Mobile

The cost for a 2-Minute call to an Australia Mobile number is \$0.4

#### Other Information

This is a summary only. For full product details, including all fees and charges please visit:  
<http://www.url.net.au/services/hostedpbx/>

#### Billing Information

This service is billed on the 1 st of every calendar month where the service fee is billed in advance and calls are charged in arrears.

#### Usage Information

You can always keep track of your monthly call spend by visiting <https://billing.url.net.au> and selecting the "Unbilled Calls" link. This will display your current month's call spend. Call spend data is updated hourly. You can also enable call spend notifications by doing the following steps:

1. Browse to <http://www.url.net.au> select "Client Login" then enter your login detail in the "Billing Portal" section.
2. Once logged in click "My Details"
3. Scroll down and set the "Call Spend Notification \$" to the desired value
4. Click "Save Changes" to apply

#### We Are Here to Help

If you have any questions you can contact us via:

- Email: [support@url.net.au](mailto:support@url.net.au)
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

#### Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting:  
<http://www.url.net.au/legal/>

#### Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: [www.tio.com.au](http://www.tio.com.au)