url networks
stress-free telecommunications

Critical Information Summary: Home Phone PAYG

Description of the Service

Home phone service using VoIP

Plan Summary

Minimum monthly charge	$10.00
Maximum monthly charge	$10.00 *excluding calls*
Total minimum cost	$10.00
Minimum term applicable	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
- Premium Inbound Number such as 13/1300/1800, Virtual Mobile or International Numbers

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

We may suspend or cancel the service if:

- You do not pay your bill
- Breach our fair use policy - url.net.au/fair-use
- You are abusive to our staff

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

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Information About Pricing

Monthly charges:

Extensions	1
Local Phone Numbers	1
Monthly Fee	$10.00
Calls to Australia Local	$0.10 per call
Calls to Australia National	$0.10 per call
Calls to Australia Mobile	$0.16 per minute
Calls to Australia 13/1300	$0.30 per call
Calls International	International Calls from 2c per minute

Call Cost to Australian Mobile

The cost for a 2-Minute call to an Australia Mobile number is $0.32

Other Potential Costs

- If you do not have a VoIP phone you may require one, you can purchase VoIP phones via https://www.url.net.au/hardware

Number Porting Fees

If you have existing numbers to transfer from another provider then additional charges will apply. The current number porting fees are:

- Simple Port (Category A) - $30 per number
- Complex Port (Category C) 1-5 Numbers - $120 per port
- Complex Port (Category C) 6-100 Numbers - $220 per port
- Complex Port (Category C) 100+ Numbers - $500 per port
- 13/1300/1800 Setup - $50 per number

Other Information

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

Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

Usage Information

You can always keep track of your monthly call spend by visiting dashboard.url.net.au select **Billing** followed by **Unbilled Calls**

You can also enable call spend notifications by doing the following steps:

- Once logged in click **Billing**
- Click **Details**
- Set the field **Call Spend Limit** to a notification amount
- Click **Save** to apply

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: www.url.net.au

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting: url.net.au/about/legal-information and clicking **Complaints Handling**

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

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