

## HOSTED PBX CRITICAL INFORMATION SUMMARY

**Product Information** – Square one telecom hosted PBX provides your business with a fully functional office phone system, hosted in the cloud and delivered via broadband internet connection.

**Hardware** – Our Hosted PBX solutions can be deployed on existing handset (if they are compatible) or new handset. Compatibility depends on the brand and model of the handset.

**Contract Terms** – 36 or 60 Months contracts available.

**Early Termination Fees** – If you cancel the services or disconnect within the minimum contract term, ETF (Early termination fees) will apply and will be calculated as your minimum monthly access fees x remaining month of contract. Once you cancel the service any discount or promo offer will be gone by means you need to pay cancellation fees according to the original plan.

**Pricing & Promotions** – All mentioned plans are Inc. GST which will not reflect any promotions or discounts.

address. Paper bill is available as an option for a monthly free \$2.95 to make a request for paper billing please contact us. If you don't pay your bill by due date \$15 late payments fees applies

**Fair go Policy** – You must not use the services in an unacceptable, unreasonable, or fraudulent manner We may take an action if you breach above fair go policy including suspension and cancelling your services. You must use the services with integrity and honestly.

**Feedback and Complaints** – We will always encourage you to contact us first via e-mail or phone call if you are not satisfied with the services or the solution we provided. We are committed to provide you with great service with honesty and integrity. We will do our best to resolve the issue but still if you wish to contact Telecommunication Ombudsman Industry you can contact them on 1800062058 OR submit an online inquiry at [www.tio.com.au](http://www.tio.com.au)

Silver	Gold	Platinum	Extensions
<b>\$35</b>	<b>\$50</b>	<b>\$70</b>	<b>\$11</b>
Local/National - Unlimited	Local/National - Unlimited	Local/National - Unlimited	PBX Extensions
Mobile Calls - Unlimited	Mobile Calls - Unlimited	Mobile Calls - Unlimited	
13/1300 - 35c / Per call	13/1300 - Unlimited	13/1300 - 35c / Per call	
18/1800- Unlimited	18/1800- Unlimited	18/1800- Unlimited	
Additional Direct In Dial(DID) -\$2.00	Additional Direct In Dial(DID) -\$2.00	Additional Direct In Dial(DID) -\$2.00	
100 In dial Range- \$55	100 In dial Range- \$55	100 In dial Range- \$55	
-	Softphone App Included	Softphone App Included	
-	Desktop App Included	Desktop App Included	
-	-	Available Handset Included	

**Exclusion** – All International calls / Premium calls are not available on any of above mentioned plans. Any calls you make which are not listed on the above plan will be charged extra.

Set up & Installation Fees - \$399 Ex. GST once fees will apply until or otherwise mentioned any credit in the contract.

**Connection Time** – Due to complexity of the product it can take 6-8 weeks to get the connection up & running in some cases can be sooner.

**Billing** – Square one telecom always bills you month in payment advance for the minimum monthly charges. First bill includes part of the month since services got active till the end of the billing period, also we will charge you for minimum monthly charge in advance for the next billing cycle. Direct debit is our preferred method, and you can set it up at the POS or by sending an email or via phone. Paperless billing and electronics payments are

**Other Information** – Square one telecom SIP is delivered over the broadband connections and VOIP should not be regarded as a reliable service in an emergency. VOIP services are not recommended if your business requires a uninterrupted phone line due to disability, serious illness or other life threatening condition.