

# CRITICAL INFORMATION SUMMARY

Cloud PBX (25+ Users) *Premium– 36 MONTHS*



## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

Cloud PBX provides your business with a fully functional office phone system, hosted in the Cloud and delivered via a broadband internet connection.

### MINIMUM ACCESS REQUIREMENTS

To access the service, you will need an internet connection with a minimum of 100/100Kbps of available bandwidth per simultaneous call, with no packet loss, and a ping of less than 150 ms. You will also need an IP enabled handset or soft- phone client and may need extra hardware depending on your requirements e.g. router and switches.

|                            |  |
|----------------------------|--|
| <b>Minimum Term</b>        | 36 Months  |
| <b>Exclusions</b>          | All standard calls not listed below as Included, plus calls to international destinations and premium service numbers are billed on top of the minimum monthly charge. |
| <b>Minimum Channels</b>    | This plan requires a minimum of 25 users.  |
| <b>Bundle Requirements</b> | This plan does not require bundling with another service.  |
| <b>Plan Limitations</b>    | All licences must be on the same plan. Mix and match between plans is not available.   |

## INFORMATION ABOUT PRICING

### Maximum Early Termination Fee

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of 50% of your minimum monthly commitment (Minimum Monthly Charge + Additional Monthly Charges), multiplied by the months remaining in your contract will apply.

### Timed Calls

Timed calls are billed in 1 minute increments

### MINIMUM ACCESS REQUIREMENTS

|                                   |           |
|-----------------------------------|-----------|
| <b>Minimum monthly access fee</b> | \$25      |
| <b>Minimum term</b>               | 36 Months |
| <b>Minimum cost over term</b>     | \$900     |

### STANDARD CALL RATES

| LOCAL CALLS | NATIONAL CALLS | CALLS TO AU MOBILES | CALLS TO 13/1300 NUMBERS |
|-------------|----------------|---------------------|--------------------------|
| Included    | Included       | Included            | 44c per call             |

## ADDITIONAL CHARGES

|                                     |  |
|-------------------------------------|--|
| <b>Direct Indial (DID)</b>          | \$1 per month each additional (not included)   |
| <b>100 Number Range</b>             | \$33 per month (not included)  |
| <b>System Build and Programming</b> | Price on Application (POA)   |
| <b>Porting Charges</b>              | Porting charges may apply if you wish to transfer your current landline or VoIP service and are priced on application. |
| <b>Setup</b>                        | n/a  |

## OTHER INFORMATION

### PROMOTIONAL PRICING

Pricing in this Critical Information Summary does not take into account any promotional discounts or custom pricing. Promotional pricing on offer may be revoked at any time.

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions or need assistance, please call us or visit our website so we can serve you better.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).

### CONTACT DETAILS

**Call Us:** 1300 797 428

**Email Us:** [admin@powernetworx.com.au](mailto:admin@powernetworx.com.au)

**Visit Us:** [www.powernetworx.com.au](http://www.powernetworx.com.au)

**Address:** Unit 4/1 Sangiorgio Court, Osborne Park, WA 6017