

# SIP Cloud Hosted PBX- Option A

## Information About the Service

### The service:

SIP Cloud Hosted PBX - Option A is a telephone service. A single channel can make/receive one call. This service is used to connect your existing VOIP enabled PBX to a telephone network.

### Bundling:

This service is not part of a bundle. However, this service requires a minimum of three active services.

### Mandatory components:

You require VOIP/IP Phone to connect to this service. You will also need a working internet service which is not included. You can use your own VOIP phones if it is compatible with your service. Alternatively, you can also purchase a VOIP phone from us. Our phones are from a selected range which are compatible with our networks.

### Minimum term:

The service is available on a month-to-month option or a minimum term of 12 months.

### Important Conditions:

This service requires a minimum of three active services.

If calls are allowed out, standard PSTN call charges apply for calls made from the service. Your plan does not include any calls from your landline.

Our call rates are subject to change. New rates are published in our new Critical Information Summaries, emailed to existing customers and posted in MYGB.

You have the option of adding additional incoming numbers to your service, 1 additional number costs \$1.65, 100 sequential numbers cost \$49.995

Calls made to numbers outside of Australia will incur additional charges.

## Information About Pricing

### Minimum monthly charge:

Minimum monthly charge (Per Extension)	\$13.00
Minimum total charge for month-to-month (Per Extension)	\$35.00
Activation Fee (Per Extension) – month-to-month (Included in minimum total charge)	\$3.30
Minimum total charge for 12 months (Per Extension)	\$167.02
Activation Fee (Per Extension) – 12 Month Contract (Included in minimum total charge)	\$3.30
Minimum total charge for 24 months (Per Extension)	\$317.55
Activation Fee (Per Extension) – 24 Month Contract (Included in minimum total charge)	\$3.30

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## Maximum monthly charge:

The maximum monthly charge depends on whether you use your line to make calls or use special features. If calls are allowed out, standard PSTN call charges apply for calls made from the service. Your plan does not include any calls from your landline.

## Early termination charges:

If you cancel your service before your contracted term is ended, you will be charged an Early Termination Charge, for each extension, of: \$25.00 for Month to Month; \$18.2505000 multiplied by the months remaining for 12 and 24 Month Terms. If you cancel your service within the first 6 months, an additional \$55 ETC applies on all services.

## Unit Pricing Information:

Monthly included allowance	no
Calls to Landlines (Flat)	\$0.12
Calls to Mobiles (Per Minute)	\$0.18
Calls to 13/1300 numbers (Flat)	\$0.32
Calls to 1223 (Flat)	\$0.64
Calls to 1225 (Flat)	\$2.5

## Other Information

### Usage Information:

You can monitor your calls in MYGB or through your VOIP enabled device connected to the service.

### Enquires, feedback and complaints:

We are committed to ensuring that all feedback and complaints are addressed in an appropriate and timely manner. You can always email [info@gb.com.au](mailto:info@gb.com.au) if you have any questions, would like to give feedback or to make a complaint.

### Telecommunications Industry Ombudsman:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. GST is included in all values on this summary. Please contact us for further information or visit our website for our full Terms and Conditions (Standard Forms of Agreement). Summary valid as of April 2018.