Cloud UC Business Starter Plan

Critical Information Summary

Information about the service

SERVICE DESCRIPTION

Cloud UC Business Starter plan is provided to INNONET business customers. INNONET Cloud UC Business Starter plan provides businesses access to use cloud PBX platform and access to make and receive calls over the internet to the Public Switched Telephone Network (PSTN), via Voice over Internet Protocol technology with set of contemporary PBX features.

CONTRACT TERM

There is no contract liability; we provide service only on pre-pay basis.

KEY DETAILS

VoIP is internet telephony. The availability and quality of the service may differ from a standard telephone. INNONET only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about INNONET's VoIP services and the Waiver for the Customer Service Guarantee is available on **www.INNONET.com.au/legal** You must maintain a broadband connection of at least 128k/128k speed per SIP extension and a power supply. You will be supplied with the required hardware (with an additional payment for equipment) to use the service if required, alternatively you may use soft phone on your PC or mobile.

INNONET VoIP business/residential plan can be used to call the emergency number 000, however you should not regard any

VoIP service as a reliable service in an emergency. Priority Assistance does not apply to Australian Phone VoIP services.

VoIP services are not recommended if you/another business/residential have a disability, serious illness or other life threatening condition necessitating an uninterrupted phone line.

TELEPHONE EQUIPMENT

INNONET does NOT provide support for phones purchased from other vendors because we cannot guarantee either the operation of these phones or their compatibility with our network. We offer a range of telephone equipment for purchase. These phones are NOT network locked.

Information about the pricing

MONTHLY ACCESS FEE

$ 10 (EXC GST) per user per month for Cloud UC Business Starter plan includes:

- 1 Direct in Dial number from desired location.

- Ability to make and receive calls.

- 1 User license in Cloud PBX.

- Advanced features (Ring Groups, Call forward, IVR etc but recording is not included.

- Website portal to self-manage the Cloud PBX system.

If customer requires service plan for multiple users then $ 10 per user per month is multiplied to number of users.

SETUP FEE

Account setup fee is AUD 199. Onsite visit for IP phone setup is not included in this price. service activation is done within 5 Business day after details verification.

MINIMUM TOTAL COST

Minimum two users are required for this plan hence minimum monthly cost is AUD 20.00 for two users. hence **$ 20** minimum cost per month for one customer. Customer need to recharge the prepaid account for making outbound calls. Support fee is not included into monthly fees and charged on top of plan only if required. No hardware is supplied by default.

CALL CHARGES

No flag fall for any type of calls.

Local/National calls: $0.11 per call

Calls to 13/1300 numbers: $0.36 per call

Calls to INNONET internal customer's numbers are free. calls inside Cloud PBX are free, incoming calls to standard phone numbers are free.

Calls to Australian Mobiles $0.165 per minute.

Acceptable use policy applies.

TRUNK CAPACITY

Number of concurrent inbound/outgoing calls to/from PBX is limited up to number of users configured in Cloud PBX.

INTERNATIONAL CALLS

Calls are charged in 60 second increments. Rates are subject to change.

EARLY TERMINATION CHARGE

No termination fees as far as no contract obligations required, money will be returned excluding played for calls and monthly fees for used months.

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Critical Information Summary

Other Information

FULL TERMS

Information and pricing is correct at time of printing. All pricing is exclusive of GST. This information is a summary only. Visit **www.INNONET.com.au/legal** for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

CONTACT US

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 029030 0495 8am - 8pm AEST, Monday to Friday, and 9am - 5pm Saturday. Emails us at support@INNONET.com.au or Login to the support portal at http://support.INNONET.com.au. Doc Date 16/09/2018

www.INNONET.com.au to see our complaint handling policy. If you are still not satisfied with the steps taken by INNONET to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with INNONETand is an option of last resort. You can contact the TIO by visiting **www.tio.com.au** or by calling 1800 062 058.

If you have any questions regarding your service call us on

02 9030 0495   **www.innonet.com.au**