



HOSTED PBX PLANS

Critical Information Summary

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

PBX Plans Plan provide your business with an Office Phone service delivered via your internet connection, sometimes referred to as internet or IP telephony.

STANDARD INSTALLATION REQUIREMENTS

An internet service with a minimum of 100/100 Kbps per concurrent call is required for the hosted PBX service utilising an existing internet connection, applicable internet rates apply.

You are required to install the handset(s) supplied if supplied by Withtel as part of your PBX service, including any associated cabling, configuration of your network and any routers and/or switches within your network to allow this Hosted PBX service to work.

HARDWARE

Hardware is purchased separately and is not included as part of your monthly service fees. Minimum Contract Term 1 month

RESTRICTIONS

The following cannot be called from this service:

1. Australian Premium Rate Numbers (i.e. 190x)
2. Some operator assisted numbers and special service numbers
3. High risk International destinations

The number of concurrent calls you can use with this service may/is limited both by the service and by the device

KEY DETAILS

The hosted PBX service allows you to make and receive phone calls.

Optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly subscription Fee.

Unmanaged services fee for changes are priced at \$50 per 15min.

The Hosted PBX service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services.

The service will not function in the event of a power failure.

Priority Assistance is not available on this service.

COMPLAINTS OR DISPUTES PROCESS

If you have a problem or complaint about your service please call us on 1300 330 841 or visit www.withtel.com.au for more information on our complaints handling procedure and relevant contact information.

FURTHER ASSISTANCE

If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au.