

Critical Information Summary

Business Phone System

Service to be provided: VoIP phone systems are available as either a key system or a PBX configuration.

Plan name	Hosted PBX phone systems				
	Softphone	Standard	Essential	Advanced	Premium
Minimum Monthly Cost + International & 13 calls	\$25/seat	\$30/handset	\$30/handset	\$35/handset	\$40/handset
Maximum Monthly Cost + International & 13 calls	\$25/seat	\$30/handset	\$30/handset	\$35/handset	\$40/handset
Local, National and Calls to mobiles	Included	Included	Included	Included	Included
International	Varies*	Varies*	Varies*	Varies*	Varies*
1300 & 13	35c untime	35c untime	35c untime	35c untime	35c untime
Early Termination Charge	1	Months Remaining in Contract x Monthly Charge for a fixed term \$0.00 for month-to-month			
Minimum Term (Months)	1	1, 12, 24 or 36 Months			

NOTE:

• International rates are automatically blocked to prevent bill shock, and some are actively blocked because they are high risk. For a full list of International rates please visit our [website](#).

Information about the service

What is the service?

Aussie Broadband's VoIP phone systems are available as either a key system or a PBX configuration.

Where is it available?

This service is available at any premises where an Aussie Broadband supplied internet connection exists.

What do I need to access the service?

You will need appropriate handsets supplied by Aussie Broadband (model depends on your phone system setup).

What is included?

Features of this service include:

- Porting of existing numbers
- Local, national and mobile phone calls (excluding 13/1300 numbers etc)
- Handset rental (equipment remains the property of Aussie Broadband) – standard or cordless phones
- Porting of up to five existing numbers (more available at additional cost)
- Line hunt groups (no charge for multiple groups)

Minimum term of the service

This service is available month-to-month, or on a fixed term of 12, 24, or 36 months.

Do I have to bundle anything with the service?

Yes, it is a requirement that you have a Business Internet connection supplied by Aussie Broadband.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill,
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at aussiebroadband.com.au/legal.

Aussie Broadband does not provide access to Premium call services such as 1900 numbers. By default, access to International numbers are blocked to prevent bill shock. You can request access to International numbers by calling our sales team on 1300 880 905.

This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This means you will not be able to make calls during a power outage, including calls to emergency services.

If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact your device supplier about moving these services to the nbn.



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Information about pricing

Optional soft phone capability per month		
Essential	\$5 extra per handset	\$35 per handset
Standard	\$5 extra per handset	\$35 per handset
Advanced	\$2.50 extra per handset	\$37.50 per handset
Premium	\$0	\$40 per handset

Optional soft phone capability

There is the option of soft phone capability, the pricing is above.

Standardised cost information

On our basic, standard, and premium plans, a call to a standard national mobile number is free. *Example: A 2-minute national mobile call will cost \$0.*

Set-up fee

There is a set-up fee for this service, but it is dependent on many different things. Due to variances, set-up fees will be determined prior to agreement of contract and first bill.

Equipment fees

Aussie Broadband will provide you with handsets, key systems and PBX setups. This rental cost is included in your monthly fee.

Exit fee

The exit fee will be dependent on the contract months you have left remaining. 'Months Remaining in Contract x Monthly Charge' for a fixed term. There is no exit fee for a month-to-month arrangement

Dedicated voice line service

We can provide an optional dedicated voice line for your phone system, which will help to ensure high quality voice calls and has an Enhanced 4 NBN eSLA from 7am-9pm, to minimise downtime. The dedicated voice line is priced at \$89 per month.

Bolt-ons

There are several number range options available for phone systems, depending on how many numbers your business needs. The options include 1 number (\$5 per month), 10 number range (\$11 per month) and 100 number range (\$33 per month).

Adjustment fees

After the phone system has been activated, all changes or adjustments required will be provided at no extra cost in the first 30 days. After this period, there are fees associated with adjustments to this service. These are:

- changes to music on hold - \$20 per change
- changes to queue messages - \$20 per occasion
- phone system changes - \$220 per hour, 30-minute minimum callout time.

There may be an additional fee for a complex port, please contact us to check if this applies to your service.

Note: All costs mentioned on this critical information summary are inclusive of GST.

Other information

Usage information

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via [MyAussie](#). Our support hours are constantly expanding – check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://aussiebroadband.com.au/lodge-a-complaint/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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