

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

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

#### MINIMUM ACCESS REQUIREMENTS

In order 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. The quality of the Service is subject to network and Internet congestion. 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.

#### MINIMUM SUPPORT REQUIREMENTS

Your solution will be fully supported from end to end only if the service is accessed with handsets or soft-phone clients supplied and configured by us, using a broadband ADSL2+, **nbn**™ or other internet service supplied by Telair to our specifications.

#### MINIMUM TERM

The Minimum Term of this plan is 1 month (note: this does not apply to handset rentals, which have their own separate minimum term). The Minimum cost over term is calculated as:

*(User Licence Fee x Users) x 1 + Setup Fee*

#### MINIMUM & MAXIMUM SERVICES

A minimum of two users is required and no more than ten users are allowed on this plan. Should your uPBX System require scaling with more users, please contact us for a quote.

### INFORMATION ABOUT PRICING

Description	Cost
Monthly uPBX User Licence Fee Each uPBX User Licence includes 1 x Concurrent Line for incoming or outgoing calls.	Basic: \$25/mo per user (Min. cost over 1 month term for 2 users: \$50.00) Premium: \$30/mo per user (Min. cost over 1 month term for 2 users: \$60.00)
Calls to Local, National, 13/1300 & AU Mobile numbers All non-included call types are charged on top of the monthly fee.	Local: Included National: Included AU Mobiles: Included Calls to 13/1300: 39c per call
Monthly uPBX System Management	Not Included - Add on for just \$25/mo! Customer Self-Management via the PBX Portal is required with this plan.
Basic Build & Setup We will build and configure your uPBX System with an initial set of configuration settings that suit most businesses. You can make additional changes in the PBX Portal.	Included
Monthly UCme Softphone User Licence Fee 1 UCme User Licence is authorised for use on 2 devices.	Basic: Not Included Premium: Included
Calls to International Destinations	Not included. Contact us for International Rates.
Direct Indial Number (DID)	1 DID included per uPBX User Licence, each additional \$1.50/mth
Device Buyout Fee	\$50 per device after contract term expires
Pre-Installation Site Audit (optional) Pre-Installation Site Audit to broadly check site's compatibility and readiness for uPBX. Metropolitan areas only.	\$200
Onsite Install (optional) We'll come to your site and install your handsets and/or softphones. Excludes cabling work and making changes to your network. Additional site visits are POA. Metro only, less than 1 hour's drive from Telair's Perth or Brisbane offices. \$44 surcharge applies per each additional 15 minutes of travel outside of this zone, one-way.	2-5 Users: \$295 6-10 Users: \$395
System Admin Training (optional) Consists of system admin training remotely or on-site at a separate time.	Remote: \$100/hour (1 hour minimum) On-site: \$200/hour (2 hour minimum)
BYO Handset Configuration Surcharge Includes auto-provisioning of supported handsets only.	\$39 per supported BYO handset. Non-supported BYO handsets billed at \$44 per 15 minutes each.
Telephone Number Porting Porting is the transferring of telephone numbers from another carrier network into Telair's.	See <a href="https://kb.telair.com.au/guides/hosted-pbx/porting.html">https://kb.telair.com.au/guides/hosted-pbx/porting.html</a> for more information about Porting, including applicable charges.
Order Withdrawal Charged if you withdraw your order prior to Telair providing a Completion Notice.	\$99



## INFORMATION ABOUT PRICING (cont...)

### RECOMMENDED HARDWARE & SOFTWARE

Telair offers a range of Cisco, Yealink and Polycom handsets which are approved to work with uPBX. Contact us for pricing today. Handsets supplied by Telair, unless purchased up-front, are rented to you and remain our property unless bought-out at the end of your minimum term for \$50 each. If not bought out, rented handsets must be returned in full working condition within 30 days of service cancellation, or a handset non-return fee will apply. The standard manufacturer's warranty applies as required by consumer law, faulty handsets returned not covered under warranty will be charged the applicable Device Non-Return Fee that is applicable to the device's Recommended Retail Price at the time of purchase or rental.

### CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers not listed overleaf. Calls are charged per minute block. For these international call rates, please contact Telair.

Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee, these charges are also outside of our control as they are set by the content provider.

### PORTING & CONFIGURATION

If you wish to transfer any existing telephone numbers to Telair from your current provider, a port request will be required. Simple and complex porting, along with any associated charges (e.g port rejections and withdrawals, etc), are priced on application.

More information about Porting and related charges can be found on our Knowledge Base at:  
<https://kb.telair.com.au/guides/hosted-pbx/porting.html>

The system will be provisioned at Telair's offices prior to installation. Once the system is provisioned any purchased hardware will be delivered and the solution will be installed by a Telair representative if you have chosen this option, or by your own resources.

We highly recommend undertaking a Pre-Site Assessment so we can determine your requirements and suitability for the service. If you choose not to take up this service, you agree to take on this service at your own risk, and understand that unsuitable Internet connections will cause the service to perform below acceptable levels.

### EARLY TERMINATION

If you cancel your service or it is disconnected within the minimum contract term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.

### PRICING

All pricing in this document includes GST.

### INCORRECT CALLOUT FEE

An Incorrect Callout Fee (ICF) of \$299 will apply should you request Onsite Install and your location is deemed by Telair to be not properly cabled and/or ready. We strongly suggest purchasing a Site Audit to avoid an ICF.

### USAGE & PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing. Priority Assistance is not available on this Service. Fair Use Policy Applies. For Unlimited Plan: High Volume Telemarketing is prohibited on this service.

## OTHER INFORMATION

### CONNECTION TIMEFRAMES

Due to the complexity with this product and the steps involved with setting up and configuring the system and various devices, the connection timeframe is usually 5 to 10 business days from the date we accept your application. In some cases, however, this can be longer.

Porting single numbers is usually a four to six week turn around (or six to eight weeks for complex ports), however, these are requested once the application form is accepted and this is in tandem with the setup, configuration and rollout of any systems and hardware.

### 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, just call us on 1800 835 247 or visit our support centre at <https://support.telair.com.au> so we can serve you better. You can also visit us at [www.telair.com.au](http://www.telair.com.au) for additional information, including to access information about service usage.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website at [www.telair.com.au](http://www.telair.com.au). 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).



SD-WAN



Private Networks



Internet



Hosted Voice



Data



Managed IT