

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

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

#### 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 **nbn™** or another internet service supplied by Telair to our specifications.

#### MINIMUM SERVICES

A minimum of two users is required; a surcharge applies for systems with 2 or 3 users as outlined below.

#### MINIMUM TERM

The minimum term of this plan is dependent on the minimum term and pricing option you choose, and ranges between 1, 24, 36 and 60 months.

#### 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 for each user, and may need extra hardware depending on your requirements e.g. router and switches. Please contact us for a custom solution tailored to your requirements.

### INFORMATION ABOUT PRICING

MONTHLY COST PER USER LICENCE OVER THE MINIMUM TERM + STANDARD CALL RATES (includes 1 concurrent call per user):

User Licence Plan	User Licence Cost		Included Calls
	2-3 Users	4+ Users	
<b>uPBX Unlimited</b> • IP Phone or ATA required for use	<b>\$35/mth</b> Min. total cost per user: 1Mth: \$35   24Mths: \$840 36Mths: \$1,190   60Mths: \$2,100	<b>\$25/mth</b> Min. total cost per user: 1Mth: \$25   24Mths: \$600 36Mths: \$900   60Mths: \$1,500	Calls to: Local, National & Australian Mobile numbers
<b>uPBX Unlimited + UC</b> • Includes UCme licence for 2 devices	<b>\$40/mth</b> Min. cost over term per user: 1Mth: \$40   24Mths: \$960 36Mths: \$1,440   60Mths: \$2,400	<b>\$30/mth</b> Min. cost over term per user: 1Mth: \$30   24Mths: \$720 36Mths: \$1,080   60Mths: \$1,800	Note: all non-included call types are charged on top of the monthly fee. Timed calls are billed per 30 seconds.

#### BUILD, MAINTENANCE & INSTALL FEES:

uPBX Licences	Setup Fee	Monthly System Maintenance Cost*	Installation (optional)
2-4 users	\$0 (Included)	M2M: \$15   24/36/60 Months: Included	\$295 per site for up to 4 users  +\$60 per additional user +\$195 per network device (e.g router, switch, etc)
5-9 users		M2M: \$25   24/36/60 Months: Included	
10-24 users		M2M: \$50   24/36/60 Months: Included	
25-49 users		M2M: \$75   24/36/60 Months: Included	
50-99 users		M2M: \$100   24/36/60 Months: Included	
100+ users		M2M: \$200   24/36/60 Months: Included	

\*Monthly System Maintenance charges above are optional with these plans, however, self-management will be required if not included and additional charges will apply (POA) should you wish for Telair to make changes after installation. If the addition of a new user to an existing uPBX system moves the system to the next tier, customers will automatically be charged the relevant System Maintenance charge for the new tier.

#### OTHER CHARGES:

Description	Cost
Calls to 13/1300 Numbers	\$0.35 per call
Direct Indial Number (DID)	1 DID included per uPBX user licence, each additional \$2.00/mth
Device Buyout Fee	\$50 per device after contract term expires
Pre-Installation Site Audit (optional) To broadly check site's compatibility and readiness for uPBX. Metro only; additional and/or regional site visits are POA.	\$200
Onsite Install (optional) We'll come to site and install your handsets/softphones. Excludes cabling work. Metro only; additional and/or regional site visits are POA.	Pricing as listed in the table above.
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 autoprovisioning of supported handsets only.	Professional services for configuration of non-supported BYO handsets is billed at \$44 per 15 minutes.
Telephone Number Porting: Initial Port Request Porting is the transfer of telephone numbers from another carrier network.	CAT-A and CAT-C Port Requests are included. 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 withdrawal and other applicable charges.

## 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. Calls are charged per minute block. International call rates can be found at [kb.telair.com.au/guides/hosted-pbx/international-call-rates.html](https://kb.telair.com.au/guides/hosted-pbx/international-call-rates.html)

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. All simple CAT-A and complex CAT-C requests are free of charge when requested within standard business hours on all uPBX Business Plans (at the time of sale), however, later addition of subsequent sites, re-attempted ports, port rejections and withdrawals, and ports outside of business hours or for additional services after the initial sale, 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. 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 five to ten 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