

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 dependent on the minimum term and pricing option you choose, and ranges between 24 and 60 months. Minimum cost over term calculated as:

(User Licence Fee x Users + System Maintenance) x Term + Setup Fee

MINIMUM SERVICES

A minimum of two users is required.

INFORMATION ABOUT PRICING

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

Plan	Monthly Licence Fee		Included Calls
	24 & 36 Months	60 Months	
uPBX Unlimited Basic	\$30/month per user Minimum cost over term for 2 users: 24 months (\$1,878) 36 months (\$2,778)	\$25/month per user Minimum cost over term for 2 users: 60 months (\$3,978)	Calls to: Local, National, 13/1300 & Australian Mobile numbers + Top Ten International Landlines
uPBX Unlimited Premium • Includes 1 x UCme Licence for use on 2 devices	\$35/month per user Minimum cost over term for 2 users: 24 months (\$2,118) 36 months (\$3,138)	\$30/month per user Minimum cost over term for 2 users: 60 months (\$4,578)	Note: all non-included call types are charged on top of the monthly fee. Timed calls are charged per 30 seconds.

Discounts are available when purchasing 50 or more uPBX Unlimited licences. Enquire for a quote.

BUILD, MAINTENANCE & INSTALL FEES:

uPBX Licences	Build Fee*	System Maintenance*	Installation (optional)
2-4 users	\$39 per user	\$15/month per system	\$295
5-9 users		\$25/month per system	\$395
10-24 users		\$50/month per system	\$795
25-49 users		\$75/month per system	\$1,295
50-99 users		\$100/month per system	\$2,295
100+ users		\$200/month per system	POA

*Build and System Maintenance charges are compulsory with these plans. 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. Onsite Install is charged per site, not per user or system.

OTHER CHARGES:

Description	Cost
Calls to Top Ten International Destinations (Landline only) China, France, Germany, Hong Kong, India, New Zealand, Canada, Singapore, UK, USA	Included Other International call rates can be found at: https://kb.telair.com.au/guides/hosted-pbx/international-call-rates.html .
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.	Pricing starts from \$295 per site and applies to metro areas. Regional sites are POA. Refer to table above for more details.
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.	\$39 per supported BYO handset. Non-supported BYO handsets billed at \$44 per 15 minutes each.
Telephone Number Porting: Initial Port Request Porting is the transferring of telephone numbers from another carrier network into Telair's.	Included See https://kb.telair.com.au/guides/hosted-pbx/porting.html 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 not listed overleaf. Calls are charged per minute block. For these international call rates, please visit <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. Standard business hours porting is free of charge on all uPBX Business Plans (at the time of sale), however, 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. 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 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. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



SD-WAN



Private Networks



Internet



Hosted Voice



Data



Managed IT