

## 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 compatible internet service supplied by Telair to our specifications.

### MINIMUM USERS

A minimum of 2 users is required for this plan.

### 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 & BUNDLE REQUIREMENTS

In order to access the Service, you will need a bundled Telair 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 (e.g Telair Small Business nbn or better). 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
<b>uPBX Unlimited (2+ Users)</b> <ul style="list-style-type: none"> <li>IP Phone, UCme Softphone or Analogue Telephone Adapter (ATA) required for use</li> </ul>	<b>\$25/mth</b> Min. cost over term: 1Mth: \$50   24Mths: \$1,200 36Mths: \$1,800   60Mths: \$3,000	Calls to: Standard Local, National & Australian Mobile numbers.  Note: all non-included call types are charged on top of the monthly fee. Timed calls are billed per 30 seconds.

### SETUP & OPTIONAL INSTALL FEES:

Description	Cost		
	Metro	Regional	Rural
Setup	\$0 (included)		
Installation - Optional - Cost per site (includes up to 6 extensions for Metro/Regional sites, or up to 8 extensions for Rural sites)	\$495	\$695	\$995
Installation (per additional extension)	+\$50	+\$60	+\$70
Installation (network devices) - Cost per network device (e.g router, switch, etc), excludes cabling work.	+\$99		

Metro - 50km radius from Capital City Centre (Canberra, Brisbane, Sydney, Melbourne, Adelaide, Perth, Darwin, Hobart). Regional - 100km radius from Major Regional City Centre (Gold Coast, Sunshine Coast, Newcastle, Wollongong). Rural - All Other Areas.

### 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
Site Readiness Assessment (optional) To broadly check site's compatibility and readiness for uPBX.	\$295 (Metro only; priced on application for Regional sites)
System Admin Training (optional) Consists of system admin training remotely or on-site at a separate time.	Priced on Application at SBR as outlined in the Managed IT Service Schedule available at <a href="http://www.telair.com.au/policies/">www.telair.com.au/policies/</a>
Telephone Number Porting Porting is the transfer of telephone numbers from another carrier network. Note: charges quoted apply for ports actioned during Business Hours. Contact us for a quote if you require out-of-hours Porting.	CAT-A Requests: Included CAT-C Port Requests: \$275 See <a href="https://telair.link/porting-landlines">https://telair.link/porting-landlines</a> for more information about Porting, including rejections, resubmissions, withdrawal and other applicable charges.
UCme Softphone	+\$5/month per user (licence allows for 2 devices per user)

All pricing in this Critical Information Summary includes GST.



SD-WAN



Private Networks



Internet



Hosted Voice



Data



Managed IT

## INFORMATION ABOUT PRICING (cont...)

### RECOMMENDED HARDWARE & SOFTWARE

Telair offers and supports a range of handsets approved for uPBX. Contact us for pricing. Unless purchased upfront, handsets are rented and remain Telair's property. Rented hardware must be returned in full working condition within 30 days of cancellation to avoid a non-return fee.

Standard manufacturer warranties apply under consumer law. If rental handsets are damaged or become faulty outside of the warranty period, they will incur a replacement fee based on the device's RRP at the time.

You may use BYO handsets, but Telair does not provide support for these. You can attempt to add supported models to our system for autoprovisioning, however, we provide no guarantees that these will work, noting that some handsets may be locked to other service providers' provisioning platforms which will prevent them from working on our platform.

Telair is not responsible if BYO handsets fail to work with the service, and any minimum term contract remains enforceable. We recommend purchasing your handsets from Telair to ensure they are fully supported.

### 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: <https://www.telair.com.au/upbx/international-call-rates/>

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.

### HARDWARE DELIVERY, CONFIGURATION & INSTALLATION

Once your order is placed, a member of our Service Delivery team will be assigned to you. They will liaise with you regarding your preferred configuration requirements and complete the system setup. Any hardware you purchase or rent from us will be delivered directly from our supplier.

We strongly recommend a Site-Readiness Assessment to verify that your site is prepared for installation. If you choose not to proceed with this assessment, you acknowledge and accept the risks of continuing without it, and understand that an unsuitable internet connection may result in suboptimal service performance.

If you have chosen Telair for installation, your Service Delivery representative will schedule the on-site visit during standard business hours. Extended hours and/or out of hours appointments may be available upon request for an additional cost, but are not guaranteed.

Please note that installation is limited to the items detailed in your quote and does not include de-installation of existing systems or work beyond the stated scope.

### 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.

### 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.

### 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 two 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).



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