CRITICAL INFORMATION SUMMARY
uPBX *Unlimited Plans*

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.

MINIMUM SERVICES

A minimum of three services required, or two if bundled with a Telair internet service.

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 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 Handset not-return fee. uPBX UC Only does not include a physical handset, it includes one user licence for Telair's UCme Softphone client, which can be used on up to one concurrent device.

INFORMATION ABOUT PRICING

CALLS & OTHER CHARGES	COST
Calls to Local, National, 13/1300 & AU Mobile numbers	Included (all other call types are charged on top of monthly fee)
Calls to Top Ten International Destinations (Landline only) China, France, Germany, Hong Kong, India, New Zealand, Canada, Singapore, UK, USA	Included
uPBX User Licence (includes 1 concurrent call per line)	Pricing varies per plan and contract term, see below.
System Build & Programming (Setup Charges)	0/12/24 Months: $150 | 36/48/60 Months: Free
Professional Installation (approved Metro areas only) - **Optional**	$195 per site + $45 per handset or $25 per softphone
Number Porting - **Optional**	Single Number - Cat A: $95. Multiple Numbers: From $175 (POA)
Direct Indial Number (DID)	1 DID included per uPBX user licence, each additional $1.50/mth
Device Shipping	$25 per router/switch | $10 per handset | $5 per headset/accessory
Handset Non-return Fee	Yealink T46S & T56P: $400. Yealink T48S: $500. Cisco SPA 504G, 508G & 514G: $400. Cisco SPA525G2: $700 All Other Handsets: $500

Monthly cost per licence over the minimum term						
Plan	0 Months	12 Months	24 Months	36 Months	48 Months	60 Months
Basic Handset access only.	-	-	$38 Minimum cost over term $912 + $150 SB&P	$35 Minimum cost over term $1,260	$32 Minimum cost over term $1,536	$29 Minimum cost over term $1,740
UC Only Includes UCme on 1 device.	$60 Minimum cost over term $60 + $150 SB&P	$50 Minimum cost over term $600 + $150 SB&P	$43 Minimum cost over term $1,032 + $150 SB&P	-	-	-
Premium Includes UCme on 2 devices + Screenshare.	-	-	$48 Minimum cost over term $1,152 + $150 SB&P	$45 Minimum cost over term $1,620	$42 Minimum cost over term $2,016	$39 Minimum cost over term $2,160

Committed to delivering what we promise

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INFORMATION ABOUT PRICING (cont...)

PRICING

All pricing in this document includes GST.

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. Port charges are priced on application.

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 $195 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.

INCORRECT CALLOUT FEE

An Incorrect Callout Fee of $299 will apply should you request Professional Installation and your location not be cabled and ready.

OTHER INFORMATION

USAGE & PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing. High Volume Telemarketing is prohibited on this service. Priority Assistance is not available on this Service.

CONNECTION TIMEFRAMES

Due to the complexity with this product and the steps involved with setting up and configuring the system and various devices, the minimum connection timeframe is usually 20 business days from the date we accept your application. In some cases, however, this can be sooner.

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.
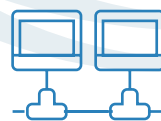
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