

uPBX Bundles Unlimited+ (36 Months)

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

uPBX Unlimited plans provide 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. You will also need an IP enabled handset (included) 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 the included handset supplied 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 **36 months**.

PLAN LIMITATIONS

The selected plan will apply to all users licences associated with the PBX system and cannot be mixed with other plans.

HARDWARE

This plan includes the rental of an IP Phone which will be configured to work with the system. You will be provided with the choice of either a Yealink W56P or Yealink T46S - or upgrade to a Yealink T48S for an additional \$5 per month. This choice is to be indicated at the time of sign-up and cannot be changed once the handset is configured. While we will endeavour to provide a brand new handset to each user, Telair may use refurbished or used handsets where we deem necessary. Rented handsets are rented to you by us and remain the property of Telair. As such, you must return any rented handsets in full working condition within 30 days of service cancellation, or a handset non-return fee applies.

INFORMATION ABOUT PRICING

CALLS	COST
Calls to Local & National Numbers	Included
Calls to Australian Mobile Numbers	Included
Calls to 13/1300 Numbers	Included
Calls to Top Ten International Destinations (Landline only) China, France, Germany, Hong Kong, India, New Zealand, Canada, Singapore, UK, USA	Included

OTHER CHARGES	COST
PBX User Licence (includes unlimited concurrent lines)	\$55 per month, per user
Configuration & Setup Fee	Included
System Build & Programming	Included
Yealink W56P or T46S Handset Rental	Included
Upgrade to a Yealink T48S	\$5 per month
Optional Professional Installation (approved Metro areas only)	\$195 per site + \$45 per handset
Hardware Postage & Handling	Included
Handset Non-Return Fee - For more information, see Hardware section above	T46S/W56P: \$400 T48S: \$500
Total minimum amount over 36 months (1 User Licence)	\$1,980.00

Committed to delivering what we promise

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INFORMATION ABOUT PRICING (cont.)

CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers not listed above. 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 the 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 \$199 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 contract term.

PROMOTIONS

Pricing on this Critical Information Summary does not take into account any promotional discounts.

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 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 four 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 your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on 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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