

Critical Information Summary – SmartPABX

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

Information about the Service

Your plan gives you access to a SmartPABX service. SmartPABX is the term we use to describe our phone system solution.

Availability

Broadband Solutions SmartPABX is not available everywhere. Availability depends on internet connectivity and location.

Minimum Term

The minimum term applicable to this service is 24 or 36 months from the date of activation. There is \$0.00 activation fee on the 36 month term.

Important Conditions

The call quality of your SmartPABX service is highly dependent on your internet connection quality for utilising SIP traffic. Broadband Solutions recommends minimum availability of 128Kbps of high quality low latency, low jitter bandwidth per active phone call.

Information about Pricing

Your Minimum Monthly Charge

Unless contracted on a different plan (as stated in your contract), the minimum monthly charge for your SmartPABX plan depends on the package selected and your contract term selected.

Service Plan Name	Minimum Monthly Charge (inc GST)	Contract period	Activation Fee (inc GST)
Bronze 10 Extension SmartPABX	From \$99.00	36 Month	From \$0.00
Bronze 10 Extension SmartPABX	From \$110.00	24 Month	From \$499.00
Silver 25 Extension SmartPABX	From \$149.00	36 Month	From \$0.00
Silver 25 Extension SmartPABX	From \$165.00	24 Month	From \$499.00
Gold 50 Extension SmartPABX	From \$249.00	36 Month	From \$0.00
Gold 50 Extension SmartPABX	From \$265.00	24 Month	From \$499.00

Your Standard Call Rates

Your minimum standard call rates to Australian numbers will be specified on your contract. If no call rate is specified, the following rates will apply.

Call Type	Charge Rate (inc GST)	Duration of Charge
Calls to Australian local\national landlines	From \$0.10	Per call, FLAT Rate
Calls to Australian mobiles	From \$0.17	Per minute, in 30sec increments
Calls to Australian 13/1300 numbers	From \$0.30	Per call, FLAT Rate
Calls to Australian 1800 Numbers	Free – No charge	Per call, FLAT Rate

Any other call type not specified is charged at our standard rate card which you can request at any time from the Broadband Solutions sales or account team.

Activation Charge

No activation charge on a 36 Month plan. There is an activation charge on 24 month plan. We may charge you additional charges should you choose an implementation setup add-on pack such as setting up your call flow and extensions for you.

The Total Minimum Plan Cost

Service Plan Name	Minimum Total Contract Cost (inc GST)	Contract period	Activation Fee (inc GST)
Bronze 10 Extension SmartPABX	From \$3564.00	36 Month	From \$0.00
Bronze 10 Extension SmartPABX	From \$3139.00	24 Month	From \$499.00
Silver 25 Extension SmartPABX	From \$5364.00	36 Month	From \$0.00
Silver 25 Extension SmartPABX	From \$4459.00	24 Month	From \$499.00
Gold 50 Extension SmartPABX	From \$8964.00	36 Month	From \$0.00
Gold 50 Extension SmartPABX	From \$6859.00	24 Month	From \$499.00

Order Withdrawal Fee

An order can be withdrawn at any time prior to delivery of the service. However, in doing so will attract an order withdrawal fee. The value of the withdrawal fee will be dependent on the particular service being ordered and how far the order has progressed. The actual withdrawal fee applicable can be advised at the time of order withdrawal.

Early Termination Charges

If your SmartPABX Plan is cancelled before your minimum term has ended, you must pay us the monthly fee x by the remaining Monthly Charges for your plan. For example if you are on a 36 Month term and you cancel the plan with 20 Months remaining in the term then you must pay 20 x monthly charge.

Other Charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

Other Information

Billing

On the same day of each month you'll be billed in advance for the minimum monthly charge, as well as for use during the month. When you first start a plan or change your plan part way through a billing period, here's what your first bill will include:

Minimum monthly charge: a proportion of your minimum monthly charge based on the number of days left in the billing period, plus the next month's full minimum monthly charge in advance.

Monitor your Service Online

You can register for (CAT) Customer Access Toolkit which is the Broadband Solutions online portal in order to view your bills online 24 hours a day, 7 days a week. With the Broadband Solutions online portal, you'll be able to organise and check your billing information and update your contact details. To register, please email support@broadbandsolutions.com.au or contact 1300 683 000.

Contacting us

We are here to assist you with any inquiry so please feel free to contact Broadband Solutions If you have questions about your bill, technical support service or connection or any other matter relating to any of our services, please call us on 1300 683 000.

Complaints or disputes

If you need to make a complaint you can:

- Call 1300 683 000 and ask to speak to someone in the complaints department.
- Call your Account Representative if you have one.
- Visit <http://www.broadbandsolutions.com.au/contacts>

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at www.tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for your service are contained in your agreement with Broadband Solutions and Our Customer Terms which is available at <http://www.broadbandsolutions.com.au/about-us/legal/customer-terms/>