

# Edge Telecommunications

## Critical Information Summary

### *Hosted PBX*

#### **Information About The Service**

##### *The service:*

Our Hosted PBX is a Voice-Over-IP service offering functionality typical of a purchased phone system, including customisable inbound dial plans, queues, menus, hold music, internal calls and outbound calls through any SIP-compatible client such as a SIP desktop phone (e.g. the Yealink T42G), a SIP mobile app (e.g. the Acrobix app) or SIP software (e.g. the Bria software).

##### *Bundling:*

You must have an Internet connection with sufficient bandwidth and sufficiently low latency for this service to work. We do not provide Internet services and Internet services are not included in the service.

##### *Mandatory components:*

You will require a modem/router for this service. The service fees do not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information.

##### *Minimum term:*

The service has no signup fees, no cancellation fees, no contracts and no minimum terms.

##### *Important conditions:*

Depending on factors outside of our control (such as your Internet connection speed) this service may not be appropriate for you. As the first invoice is not issued until 1 month after you have signed up, you are able to trial our service for the first 30 days.

#### **Information About Pricing**

The Hosted PBX product is charged on a per-feature basis, in which each feature (such as a queue) attracts a small fee, such that your monthly service fee depends on which features you have added to your account.

##### *Minimum monthly charge:*

The smallest functional account would be a single unportable phone number playing a pre-recorded sound, with no extensions, no queues, no menus, and no lines, costing \$3.00 per month ex GST.

##### *Maximum monthly charge:*

The maximum monthly charge depends on how many features you have added to your account.

##### *Early termination charges:*

There are no early termination charges.

### *Unit Pricing Information:*

Extensions	\$4.00 each p.m.
Voice Mailboxes	\$1.00 each p.m.
Lines/Max Simultaneous Calls	\$8.00 each p.m.
Queues	\$3.00 each p.m.
Menu Items	\$1.00 each p.m.
Custom Internal Phone Numbers	\$1.00 each p.m.
Custom Hold Music Folders	\$3.00 each p.m.
Unportable Phone Numbers	\$3.00 each p.m.
Portable Phone Numbers	\$8.00 each p.m.
100 Number Portable Block	\$80.00 each p.m.
Individual Porting Fee	\$55.00 once-off
Block Porting Fee	\$275.00 once-off
1300 Numbers	\$20 p.m. + \$0.06 per min
1800 Numbers	\$30 p.m. + \$0.08 per min
New 1300 Number	\$25.00 once-off
New 1800 Number	\$50.00 once-off
1300/1800 Number Porting Fee	\$100.00 per number
Calls to Australian Landlines	\$0.09 untimed
Calls to 13 Numbers	\$0.30 untimed
Calls to Australian Mobiles	\$0.15 per min (e.g. \$0.30 for a 2-minute call)
International Rates	From \$0.02 per min (e.g. \$0.04 for a 2-minute call to a standard landline in China)
Call Recording	\$0.05 per min (e.g. \$0.10 for a 2-min inbound call)
Voice Recordings by Us	\$10.00 each
Technician Dial Plan Setup	\$30.00 each

### **Other Information**

#### *Usage information:*

You can monitor your usage at <http://www.edgetel.com.au> and clicking Control Login and then clicking into Billing & Invoices.

#### *Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 885 894 or by sending an email to [support@edgetel.com.au](mailto:support@edgetel.com.au) if you have any questions, would like to give feedback or complain.

*Telecommunications Industry Ombudsman*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of March 2015.