

## Critical Information Summary – CLOUD PBX

### Information about the service

#### SERVICE DESCRIPTION

INNONET Cloud PBX is similar to a business phone system except that features are delivered by INNONET servers via internet.

You need a reliable, high speed & highly connected internet access to use this service. Stable internet is prerequisite of this service.

#### CONTRACT TERM

There is no contract liability; we provide service only pre-pay basis.

#### KEY DETAILS

VoIP is internet telephony. The availability and quality of the service may differ from a standard telephone. INNONET only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about INNONET's VoIP services and the Waiver for the Customer Service Guarantee is available at [www.innonet.com.au/legal](http://www.innonet.com.au/legal).

You must maintain a broadband internet connection of at least 128k/128k speed per VOIP line and a power supply. Your internet connection should be uncongested and you need 128kbps speed uplink and download speed at all times.

Cloud PBX may not be appropriate if you require an uninterrupted phone service with access to emergency number 000. As this service will not work in the event of power failure, however you should not regard any VoIP service as a reliable service in an emergency. Priority Assistance is not available on this service.

VoIP services are not recommended if you/another business/residential have a disability, serious illness or other life threatening condition necessitating an uninterrupted phone line.

#### TELEPHONE EQUIPMENT

INNONET does NOT provide support for phones purchased from other vendors because we cannot guarantee either the operation of these phones or their compatibility with our network. We offer a range of telephone equipment for purchase. These phones are NOT network locked.

#### BASIC INCLUSION

- Basic telephone service – To be able to make and receive calls.
- Features (e.g. Call Forwarding and Voicemail options.)
- One Australian landline number DID (Direct in Dial Number).
- Online portal for you to configure and manage your service.

## Call Cost (Prices Excluding GST)

Cloud PBX Plan Name	Minimum Account Activation Fee	Monthly Fee	Number of lines (line represents no. of consecutive calls).	Outgoing Call Charges	Total Minimum Cost (per line) based on 12 month.
Cloud UC Starter	\$199	\$9.95	1	Local/National \$0.15 per call, Mobile \$0.19 per minute, 1300/1800 \$0.38 per call.	\$318.4
Cloud UC Cool	\$189	\$24.95	1	Local/National \$0.15 per call, Mobile \$0.19 per minute, 1300/1800 \$0.38 per call.	\$488.4
Cloud UC Silver	\$179	\$49.50	2	Local/National \$0.11 per call, Mobile \$0.165 per minute, 1300/1800 \$0.36 per call.	\$773
Cloud UC Gold	\$169	\$74.95	3	Local/National \$0.11 per call, Mobile \$0.165 per minute, 1300/1800 \$0.36 per call.	\$1068.4
Cloud UC Platinum	\$159	\$199	4	Unlimited * per user basis.	\$2547

- Customer need to recharge the prepaid account for making outbound calls.
- Support fee is not included into monthly fees and charged on top of plan only if required. No hardware is supplied by default.
- If customer need more lines than the plan contains then either customer need to upgrade the plan or simply order more lines. Every extra line will cost the extra plan fee. ( e.g. If customer wants 3 lines under Cloud UC cool plan then monthly subscription will be 3 lines x 24.95 (Monthly fee of cloud starter plan) = \$74.85 per month).
- Cloud UC starter plan is available for micro businesses like sole traders etc. More than 1 lines cannot be ordered in the Cloud UC starter plan.
- Cloud UC Platinum plan is per line and per user basis. One line have to be used by one user only. (e.g. if you have 10 users then you must take 10 lines. You cannot purchase unlimited plan for 4 lines for 10 users). One unlimited line in Cloud UC Platinum cost \$50 per month/user/line.
- Acceptable usage policy is applicable on all plans.

## EXCLUSIONS

- Additional charges may apply for access & configuration of ADD ONs or advanced features such as Recording, Visual Voicemail, Fax to email, Ring Groups, Auto Attendants etc.. and for adding additional DID Numbers.
- Configuration of IP Phone is excluded and separately charged at \$49 per IP phone.
- Remote telephone support to configure any features is excluded and will be charged extra @ \$120 per hour.
- Onsite Installation of service is excluded and separately will be charged at \$150 per hour + onsite call out fee \$199. (We don't provide service outside Sydney Metropolitan).
- Professional services like training, consulting, project management & engineering are excluded. Please ask for separate quote for any scope of work.
- Hardware: IP Phone handsets, routers and other hardware are purchased separately.
- Number porting charges apply if you want to transfer an existing phone number to Cloud PBX.
- Dishonor and Overdue Account Administration charges may also apply if bills are not paid on time.

## INTERNATIONAL CALLS

- Outgoing international calls are charged in 60 second increments. International access is provided on request and rates are subject to change without any notice. Please ask latest international rate sheet by emailing at [support@innonet.com.au](mailto:support@innonet.com.au) .