

critical information summary for your \$35 per user Hosted PBX plan

Information about the Service

Here's a quick summary of all the important bits about your plan.

It covers things like how much you need to pay each month.

In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+.

You will also need fixed IP address and may need extra hardware depending on your requirements e.g. router and switches.

We recommend that the service be accessed with hardware supplied or approved by us, using a broadband ADSL2+ or Ethernet service supplied by us to our specifications.

What's Included and Excluded?

Your Hosted PBX user license fee is included at no additional charge in the \$35 monthly fee.

The following calls are included in your plan at no additional charge:

- Local calls
- National calls

Additional charges apply for calls not included in your plan. The main charges are:

- Calls to mobiles (any network): 25c per minute
- Calls to 13/1300 numbers: 30c per call

Calls to mobiles (any network) are charged in 60 second increments with a first minute minimum call charge of 25c.

Calls to International Numbers

Calls to Cloud Telecom's top 10 international destinations are charged at 10c per 30 seconds with a first minute minimum charge of 20c.

Different rates apply to call other international numbers. All international calls are charged in 30 second increments.

Information about pricing.

Your minimum monthly charge per user on this plan is \$35.00

Connection Charge

There is a one off \$100 set up charge per user on this plan. There may be charges relating to the connection of the required ADSL2+ or Ethernet service that is required to access this Hosted PBX service.

Early Termination

There is no early termination fee (ETF) on this plan.

Other Information

Directory Listing

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

Equipment

An IP telephone handset (or soft phone) is required in order to use this plan. This is not included in the plan. We recommend purchasing an approved IP handset from Cloud Telecom. This will be supplied pre-configured and will allow it to be managed remotely. If you choose to use an un-approved IP handset it is not possible to guarantee quality of service.

Billing

We will bill you in advance for the minimum monthly charge and features. 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 358 339 so we can serve you better. Or you can visit us at www.cloudtelecom.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.cloudtelecom.com.au/terms and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

Spend Management

A spend management tool is available to all Cloud Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/cloudtelecom/>