



Cloud PBX

Critical Information Summary: Cloud PBX

Information about the service

Service Description

The Goodtel Cloud PBX provides your business with a state of the art office phone. You will require an internet service in order to use the service as the phones use the Internet to make and receive calls. Additional phone handsets can be added to this plan.

Hardware

You will be supplied with a minimum of 1 nbn™ ready phone. The monthly plan cost includes either a Desktop or Cordless handset or a Receptionist or Power User handset. If you cancel your service the hardware must be returned to us within 30 days otherwise a non-return fee will apply. If you wish to purchase the hardware outright after 24 months a charge of \$75 per item of hardware will apply.

Key Details

Your Goodtel Cloud PBX phone service allows you to make and receive phone calls. The plan includes local, national and calls to mobile calls within Australia and free calls between other Goodtel Cloud PBX phone services. Other calls and optional value added services and any other equipment are charged in addition to your Monthly Access Fee.

This service may not be suitable if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority assistance is not available on this service.

Standard Installation Requirements

An Internet service with a minimum of 100kbps/100kbps per concurrent call is required for a Goodtel Cloud PBX phone service to work.

You are required to install the handset(s) supplied as part of your Goodtel Cloud PBX phone service bundle plan. This includes any associated cabling, configuration or your network and any routers and/or switches within your network to allow the IP handsets to work.

Installation options can be arranged at an additional charge. For more information please speak to our customer service team on 1800 114 663.

Information about pricing

Desktop/Cordless Plan

Contract term	24 months
Monthly access fee	\$49
Minimum total cost (inc \$10.00 1 x handset delivery)	\$1,186

Receptionist/ Power User Plan

Contract term	24 months
Monthly access fee	\$69
Minimum total cost (inc \$20 1 x modem and handset delivery)	\$1,666

Early Termination Charge

If you cancel the service within a 24 month contract term, Early Termination Fees (ETF) will apply per service. The ETF is calculated as \$220 per service (this plan includes 2 services). If the handsets are not returned within 30 days a handset non-return fee of \$200 will be charged.

Call Rates

Standard Call Type	Call Rate
Local & national calls	Included *

Calls to mobile	Included *
Calls to 13/1300	45c per call

* This service is not available for resale or high volume telemarketing purposes. Timed calls are charged in 60 second increments.

Calls To International Numbers

Calls to Goodtel'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. For all international call rates, see <http://www.goodtel.com.au/>

Additional Add-ons To The Plan

Additional nbn™ ready Desktop or Cordless handsets can be added to this plan for \$49 per month per handset with no upfront handset cost. Total cost over 24 months is \$1186 (inc \$10.00 delivery). Additional nbn™ ready Receptionist and Power User handsets can be added to this plan for \$69 per month per handset with no upfront handset cost. Total cost over 24 months is \$1666 (inc \$10.00 delivery).

Other Information

Usage Information

You can monitor your usage at <https://myaccount-goodtel.oneplatform.com/> or by calling us on 1800 114 663

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.

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.

Direct debit and email bills

All accounts with Goodtel must be setup on direct debit from either a bank account or credit card. If your account is NOT set up on direct debit your service may be suspended until a direct debit is in place. Goodtel delivers all bills via email and does not provide an option for printed bills.

We're here to help

If you have any questions, just call us on 1800 114 663 so we can serve you better. Or you can visit us at www.goodtel.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.goodtel.com.au/policies and clicking on '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/>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of December 2019.