

# Critical Information Summary

## SmartConnect® Hosted PBX Bundle

This is a summary only. See full product details at [www.alltel.com.au/hosted-pbx-bundle](http://www.alltel.com.au/hosted-pbx-bundle)

### Information About This Service

A SmartConnect® Hosted Phone System (or Hosted PBX) is just like having a business phone system in your office, except that the features and functions run from Alltel's servers and are delivered to you over the internet.

#### Handset Bundles

We offer a range of telephone handsets for rental as part of our Basic and Premium bundles. All bundles include IP handset rental, IP telephony features, a direct in dial (DID) phone number, Alltel-to-Alltel calls (on same account) and local/national calls fully included.

Note: Alltel 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.

#### Hardware - IP Telephone Handsets

You will be supplied with an IP Handset. If you cancel your service, hardware must be returned within 30 days, otherwise charges apply. If you wish, you can purchase the handset outright after 24 months where a charge of \$50.00 will apply.

#### Minimum Term

No contract (0 month term) - month-to-month plan.

#### Contract Term Options

12-month and 24-month term options are available. Where a 12-month or 24-month term is selected that becomes the minimum term for the bundle, after which it reverts to month-to-month billing and the bundle benefits cease. Bundle benefits will continue only if the contract is renewed.

#### Key Details

You are responsible for arranging and providing a suitable high-speed internet connection.

SmartConnect® Hosted PBX may not be appropriate 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 in the event of a power failure. Priority Assistance is not available on this service.

### Information About Pricing

All prices exclude GST.

Basic Bundle			
Bundle details	No contract (month-to-month)	12-month term	24-month term
Minimum contract term	No contract term applies	12 months	24 months
Minimum monthly service charge			
Standard		\$31.77	
Gold		\$36.32	
Platinum		\$45.41	
Minimum established charge (per service)			
Standard	\$126.36	\$76.36	waived
Gold	\$171.82	\$121.82	waived
Platinum	\$226.36	\$176.36	waived
Minimum total cost (includes set-up charges where applicable)			
Standard	\$158.14	\$457.63	\$762.55
Gold	\$208.14	\$557.64	\$871.64
Platinum	\$271.77	\$721.27	\$1,089.82

Premium Bundle			
Bundle details	No contract (month-to-month)	12-month term	24-month term
Minimum contract term	No contract term applies	12 months	24 months
Minimum monthly service charge			
Standard		\$31.77	
Gold		\$36.32	
Platinum		\$45.41	
Minimum established charge (per service)			
Standard	\$144.55	\$76.36	waived
Gold	\$208.18	\$121.82	waived
Platinum	\$299.09	\$176.36	waived
Minimum total cost (includes set-up charges where applicable)			
Standard	\$158.14	\$530.37	\$871.64
Gold	\$208.14	\$703.09	\$1,089.82
Platinum	\$271.77	\$1,012.18	\$1,526.18

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## SmartConnect® Hosted PBX Bundle

The table below shows standard call rates for the SmartConnect® Hosted PBX service. Timed calls are billed in 1-second increments after the first minute

Standard Call Types	Call Rates
Local and national calls	Fully included
Calls to mobile (fixed-to-mobile - F2M)	\$0.15 per min
Optional F2M bundle add-on	\$18 monthly (200 mins included*)
Calls to 13/1300/1800 numbers	\$0.25 per call
Alltel-to-Alltel calls (on the same account)	FREE
International calls	Low rates to popular destination, e.g. 1.9¢ per min to the UK

\*Included call elements are subject to Alltel's Acceptable Use Policy [www.alltel.com.au/docs/pdf/policies/Alltel-Acceptable-Use.pdf](http://www.alltel.com.au/docs/pdf/policies/Alltel-Acceptable-Use.pdf) (Bundle inclusions are applied on a per handset basis..)

### What's Included

- IP handset rental (monthly)
- Local and national calls
- One DID (direct in dial numbers) per handset
- IP telephony features and the ability to make and receive calls. Refer to [www.alltel.com.au/hosted-pbx-bundle](http://www.alltel.com.au/hosted-pbx-bundle) for further details
- A web-based self-management system portal, through which you can configure and manage your system.

### What's Not Included

- Additional charges may apply for set-up of advanced features such as Team Q (e.g. Call Centre functions) and for adding additional DID numbers.
- Hardware (excluding IP handsets). If required, routers and other hardware must be purchased separately.
- Standard call charges are billed as per the call rates listed in the table above.
- Dishonour and Overdue Account Administration charges may also apply if bills are not paid on time
- Number porting charges apply if you want to transfer an existing phone number to your SmartConnect® Hosted Phone System outside of business hours.

### Cancellation

We require one calendar month written notice to cancel your service or change provider.

### Early Termination Charges

No Early Termination Charges apply for minimum term (0 month contract) month-to-month plans.

However, should you sign up to a minimum 12-month or 24-month term agreement and cancel before the agreed minimum term ends, and early termination charge of \$300 per Standard, \$400 per Gold, and \$500 per Platinum, pro-rated over the remaining months of your contract will apply. Handsets for services cancelled within the contract term must be returned within 30 days of cancellation or a handset non-return charge of \$200 for Standard, \$300 for Gold and \$500 for Platinum will apply.

If you cancel a 0-month contract or cancel after the minimum term (12- or 24-month terms) has ended and do not return your handset within 30 days of cancellation, a charge of \$50 per handset may be applied to buy out of your handset.

### Keeping an eye on usage

Log in to Alltel's customer portal at any time ([my.alltel.com.au](http://my.alltel.com.au)) to view your current month's usage for all of your Alltel services.

### Other Information

#### Billing

Our billing cycle is each calendar month. Bills are produced during the first few days of the month, at which time you will receive email and SMS notification. You can also view all billing information through Alltel's customer portal. Direct Debits are typically processed on the 12th of the month.

#### Contact Details

- (p) 1300 255 835
- (f) 1300 255 855
- [support@alltel.com.au](mailto:support@alltel.com.au)
- [www.alltel.com.au](http://www.alltel.com.au)

If you wish to make a complaint, please contact Alltel using the details shown above. Refer to [www.alltel.com.au/docs/pdf/policies/complaint-policy.pdf](http://www.alltel.com.au/docs/pdf/policies/complaint-policy.pdf) for full details or our complaint handling policy.

If you are not satisfied with the resolution of a complaint, you may wish to contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution:

- (p) 1800 062 058
- (f) 1800 630 614
- [tio@tio.com.au](mailto:tio@tio.com.au)
- PO Box 276, Collins Street West, VIC 8007