



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

UCOM GO+ Phone is a complete out-of-the-box solution that delivers full business PBX functionality via the IP phone and/or the Softphone App. It is a combination of a hosted PBX service, a business grade SIP Trunk, an IP phone and a softphone app. It delivers business PBX functionality and allows you to make, receive and manage phone calls by connecting the IP phone or the Softphone App to a suitable broadband internet service. The monthly fee includes a hosted PBX user licence, a multi channel SIP trunk, a softphone app user licence, an AU phone number, an IP phone, and access to a wide range of enterprise-grade hosted PBX features and functions. Calls are free between users on the same system.

This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure.

HARDWARE and INSTALLATION REQUIREMENTS

You will be supplied with a pre-configured IP phone. An internet service with minimum 100/100 Kbps per concurrent call is required to operate the service. Additional configuration of your network and routers may be required and is not included. The service may not be compatible with certain routers. Please contact our Customer Care Team to check hardware and network compatibility.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

HOSTED PBX IP PHONE SYSTEMS	UCOM GO+ PRO CORDLESS	UCOM GO+ PRO BUSINESS	UCOM GO+ PRO EXECUTIVE
MONTHLY FEE	\$34 p/Mth	\$34 p/Mth	\$44 p/Mth
IP Phone Included	Yealink W78P	Yealink T53W	Yealink T87W
AUS LANDLINE CALLS	Included	Included	Included
AUS MOBILE CALLS	Included	Included	Included
CALLS TO 13/1300	22c p/Call	22c p/Call	22c p/Call
Inter Account Calls	Included	Included	Included
AUS Landline Number (New/BYO)	Included	Included	Included
Hosted PBX (Premium Features)	Included	Included	Included
UCOM SoftPhone	Included	Included	Included
Integrations SMS/CRM/MSTeams	\$3 p/Mth	\$3 p/Mth	\$3 p/Mth
1300/1800 Number*	\$9 p/Mth	\$9 p/Mth	\$9 p/Mth
SMS Plan Bolt On**	\$19 p/Mth	\$19 p/Mth	\$19 p/Mth

Timed Calls are quoted in per minute rates and charged in one second increments.

The use of the service(s) and Included Calls are subject to UCOM's **Acceptable Use Policy**.

* **1300/1800 Number** is optional and includes additional features and functions. For pricing and call rate details, please refer to the 1300-1800 Bundle Plan CIS.

** **SMS Plan Bolt On** is optional and includes the ability to send and receive mobile SMS messages. For pricing and included SMS messages, please refer to the Business SMS CIS.

MINIMUM TERM and IP HANDSET OWNERSHIP

Minimum Term: 24 Months. The ownership of the IP phone provided with the service passes to the Account Holder upon completion of the minimum term at which time you can change to a hosted PBX plan of your choice. Please contact our Customer Care Team for more information.

SET UP FEES and MINIMUM TOTAL COST

Set Up: \$19 including P&H. Integrations Set Up (optional) - \$29.

Min Total Cost: UCOM GO+ Cordless/Business - \$835; UCOM GO+ Executive - \$1,075.

ADDITIONAL CHARGES

Additional charges may apply for some additional services such as number porting and complex PBX programming.

INCLUDED CALLS and ACCEPTABLE USE POLICY

Included calls are subject to UCOM's Acceptable Use Policy. Services utilising PRO plans must be used in a way that is consistent with a typical business' calling usage and must not be used for telemarketing or call centre operations.

CALLS to INTERNATIONAL NUMBERS

Calls to international numbers are charged according to the country being dialled. For all international call rates please visit our website or contact our Customer Service Team on **1800 008 266**.

EARLY TERMINATION CHARGE and CANCELLATIONS

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term. A full monthly access fee applies to the billing period in which the service is being cancelled.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit ucom.com.au/policies-legal

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1800 008 266**.

BILLING

We will bill you in advance for the monthly access fee and in arrears for any additional charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Our standard method for bill delivery is email.

PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

CONTACT US

UCOM is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1800 008 266**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit ucom.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by us to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with us and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.