



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

UCOM Hosted Voice is a combination of a hosted PBX service and a business grade SIP Trunk. It delivers business PBX functionality and allows you to make and receive phone calls by connecting a pre-configured calling device such as an IP phone or a Softphone App to a suitable broadband internet service. The monthly access fee includes a Hosted PBX user licence, a multi channel SIP Trunk, an Australian phone number and access to a wide range of enterprise-grade Hosted PBX features and functions. Calls are free between PBX users on the same system. **UCOM Softphone App** is a feature rich mobile and desktop softphone app that allows you to make, receive and manage phone calls when configured with a UCOM Hosted Voice service.

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

The Hosted Voice service is only available to use with selected IP devices. UCOM takes no responsibility for the configuration and functioning of IP devices not supplied by the company. 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 UCOM Hosted Voice	UCOM GO LITE	UCOM GO PRO	UCOM PBX LITE	UCOM PBX PRO
ACCESS FEE per User	\$10 p/Mo	\$24 p/Mo	\$7 p/Mo	\$21 p/Mo
Minimum Users	1	1	3	3
AUS LANDLINE	9c p/Call	Included	7c p/Call	Included
AUS MOBILE CALLS	9c p/Min	Included	7c p/Min	Included
CALLS TO 13/1300	22c p/Call	22c p/Call	22c p/Call	Included
Inter Account Calls	Included	Included	Included	Included
AUS Landline Number (New/BYO)	Included	Included	Included	Included
Hosted PBX (Premium Features)	Included	Included	Included	Included
UCOM SoftPhone per User	Included	Included	\$3 p/Mo	\$3 p/Mo
Integrations per User*	\$3 p/Mo	\$3 p/Mo	\$3 p/Mo	\$3 p/Mo
1300/1800 Number**	\$9 p/Mo	\$9 p/Mo	\$9 p/Mo	\$9 p/Mo
SMS Plan Bolt On***	\$19 p/Mo	\$19 p/Mo	\$19 p/Mo	\$19 p/Mo
Term	1 Month	1 Month	1 Month	1 Month

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**.

* **Integrations:** CRM system integration and MS Teams - not available on an individual PBX user level i.e. all PBX users on any one PBX system must be connected to Integrations. Please contact our Customer Care Team for further details.

** **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, PLAN CHANGES and CONDITIONS

Minimum term is one (1) month. You can change your plan at any time and changes take effect from the commencement of the following billing period.

Please note that all Users on the same PBX system must either be on LITE plans or PRO plans, combination of both types of plans is not available.

SET UP FEES and MINIMUM TOTAL COST

UCOM GO Set Up per User - \$10. UCOM PBX Set Up per System (Unlimited Users) - \$29. Integrations Set Up (optional) - \$29. Min Total Cost: UCOM GO - \$20; UCOM PBX - \$50.

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 00 UCOM**.

EARLY TERMINATION CHARGE and CANCELLATIONS

There are no Early Termination Charges. Services can be cancelled or transferred to another provider at any time. 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 00 UCOM**.

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 00 UCOM**.

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.