Critical Information Summary

FlexPBX Hosted VoIP Phone System

Information about the Service

Service Description	The FlexPBX Hosted VoIP Phone System Service provides cloud based PBX features and telephony services over the Internet. It allows 2 concurrent calls (inbound or outbound) per Extension to the public phone network via numbers hosted on the FlexPBX Hosted VoIP Phone System.
Minimum Term	• 0 Months; or • 36 Months

Offer Includes	• 2 concurrent calls per extension
	• Included Call Value
	   • FlexPBX PAYG – No included call value.
	   • FlexPBX Max – Unlimited calls to Standard Local, National & Australian Mobile Numbers
	• 1 included DIDs per tenancy
	• Web Portal Access
	• Automatic IPND updates (public emergency service database)
	• Access to all features available via the Web Portal

Off Excludes	• CDR Call Reporting (chargeable option) • Inbound Call Reporting (chargeable option) • Priority Assistance Service • Not available for use by Call Centres, Telemarketing and similar uses.
Offer Conditions	Direct Debit from Visa, Mastercard, American Express or Bank Account
Important Limitations	• Each phone requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality. • A monthly call cap of 50 international call attempts has been applied. Both attempted calls and successful calls are counted towards this cap limit. This may be optionally increased or decreased by contacting our Customer Service centre. • This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers; 000.
Important Restrictions	The following cannot be called from this service: • Australian Premium Rate Numbers (i.e. 190x) • Some operator assisted numbers and special service numbers • High risk International destinations
Important Qualifications	To use the service, you will need a high speed (broadband) internet access connection, a modem/router and a suitable SIP Capable PBX. These may be optionally sourced from the Summit Business Sales Team. Where the customer elects to provide their own handsets or softphones, a BYO (Bring Your Own device) License is required for each handset or softphone. Alternatively, where the BYO device is one of the models natively supported on our Virtual PBX Product, the customer can elect to have it re-programmed (for a fee) as an integrated and supported product.
Important Recommendations	Summit recommends that this service only be used on either a dedicated Internet connection that is capable of supporting the bandwidth required for 2 concurrent calls or that this service uses a Summit provided Internet Connection (billed on the same account) through which we can provide Quality of Service.

Information about Pricing (All Pricing Includes GST)

FlexPBX Max (Included Standard Local, National & Calls to Australian Mobiles)

Plan	Setup Charge		Monthly	Total Minimum Cost	
	0 Month	36 Months		0 Month	36 Months
BYO Handset	$0	$0		$39.95	$1438.20
Standard Handset	$199	$0		$39.95	$1438.20
Advanced Handset	$299	$99	$39.95	$39.95	$1537.20
Reception Console	$399	$199		$39.95	$1637.20
Conference	$699	$499		$39.95	$1937.20

FlexPBX PAYG (No Included Calls)

Plan	Setup Charge		Monthly	Total Minimum Cost	
	0 Month	36 Months		0 Month	36 Months
BYO Handset	$0	$0		$20.00	$720.00
Standard Handset	$199	$0		$20.00	$720.00
Advanced Handset	$299	$99	$20.00	$20.00	$819.00
Reception Console	$399	$199		$20.00	$919.00
Conference	$699	$499		$20.00	$1219.00

Termination Charges

Early termination charges apply based on Months Remaining x Minimum Monthly Charge plus any setup charges.

Common Call Charges (All Pricing Includes GST)

Local / National Calls	10c Per Call
Australian Mobile	18c per minute billed in per minute increments
13/1300	44c per call
International	From 2c per minute billed in per minute increments. International rates available at http://summitinternet.com.au

Billing Information

Billing Date	Your bills will be issued between 1st and 14th of the month and due 14 Days after the issued date.
Service Activation Date	The service activation date is the date that your service is ready to use.
First Bill Charges	Your first bill will include: 1. Partial monthly charge from when the service was activated until the next Billing Date 2. Any additional charges for non-recurrent items used during that billing period 3. The minimum monthly charge in advance for the next billing period
Payments	Direct Debit from Visa, Mastercard, American Express or Bank Account

Other Information

Customer Service	1300 049 749 Monday - Friday 9am to 5pm AEST
How to access our dispute resolution	Either use the Customer Service Contact Details above or submit your concerns via complaints@thesummitgroup.com.au
TIO Contact Details	At Summit, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within Summit and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit: http://www.tio.com.au/about-us/contact-us