

Critical Information Summary

Cloud PBX Business Phones

Included line rental, local, national & mobile calls

Information about the Service

Service Description

The Cloud PBX plan is a business phone plan with handset included (or softphone application). An internet connection is required to use this service.

Hardware

You will be supplied with Yealink Handset(s) (or softphone application(s)) as part of this plan. No hardware is required for the Softphone application.

Key Details

The service is provided on a 36 month contract. An early termination fee not exceeding \$230 ex GST can be applied in the case of early termination of our agreement. Your Cloud PBX plan allows you to make and receive phone calls. The plan includes unlimited local and national calls within Australia. Other calls and value added services will be charged in addition to monthly access fees.

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. Your Cloud PBX plan is subject to Comsource's Fair Use Policy which can be viewed on our website.

Standard Installation Requirements

An internet service with a minimum of 100kbps/100kbps per concurrent call is required for Comsource Cloud PBX Business Phones. This includes any associated cabling, configuration on your network and any routers and/or switches within your network to allow the Cloud PBX handsets to work.

Early Termination Charge

If you cancel within 36 months term, an Early Termination Fee (ETF) will apply per service. The ETF is calculated as \$230 per service.

Call Rates

Local Calls	Unlimited
National Calls	Unlimited
Calls to Mobiles	Unlimited
Calls to 13/1300	44c per call

**Fair Use Policy applies*

Calls to International Numbers

International Call rates differ from country to country. Please contact Comsource for country specific pricing on 1300 882 896.

Other Information

Directory Listing

If you do not want your name, address or phone number printed in White Pages or any other directory product, you can ask Comsource for a no directory listing.

Billing

Comsource bills monthly in advance for the minimum monthly charge. 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. It is free to receive your monthly bill via email however there is a charge for printed bills of \$3.50.

We are here to help

If you have any questions, please call us on 1300 882 896 for help. You can also visit us at www.comsource.com.au for additional help and resources.

Complaints

Should you be unhappy in any way, please send your complaint by email to info@comsource.com.au or call us directly on 1300 882 896 - our Customer Complaints Handling Policy is also available on our website.

You can contact the Telecommunications Industry Ombudsman on 1300 882 896 or submit an enquiry at www.tio.com.au/

Spend Management

You can view your bills and make payment arrangements via our customer portal at <https://customerportal.telcoinbox.com/index.php?r=site/login>

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