
Critical Information Summary

Cloud Hosted Phone System

This document contains important information about your Cloud Hosted Phone System. It covers things like the minimum term and how much you need to pay each month.

The service allows you to make and receive phone calls, an internet connection is required. This service may not be suitable if you require an uninterrupted phone service as it will not function in the event of a power failure. Priority Assistance is not available on this service.

Pricing

The monthly charge for this service is \$24.99 per user/extension per month. Each user can access the service using both our softphone app and a optional desk/cordless handset.

Minimum Term

The minimum term is 1 month.

Inclusions & Exclusions

The plan includes unlimited local, national and mobile calls within Australia.

Calls to 13/1300 numbers are charged at 44c per call.

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Billing

We will bill you in advance for the monthly charge. Your first bill will include charges for part of the month from when the service was activated as well as the monthly charge in advance for the next billing cycle.

Equipment Requirements

Use of our softphone app requires a compatible device (running iOS, iPadOS, Android, Windows or macOS), which you must provide.

Yealink handsets are available for upfront/outright purchase. You may be able to use existing (BYO) handsets if they are compatible with our platform.

An internet service with a minimum of 100kbps/100kbps per concurrent call is required.

We Are Here To Help

If you have any questions, feedback or complaints call us on 1300 882 896 or visit www.comsource.com.au.

We encourage you to always contact us first if you experience any problem or are unhappy. If you wish to contact the Telecommunications Industry Ombudsman (TIO) you can contact them on 1800 062 058 or online <http://www.tio.com.au/making-a-complaint>.