CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

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 Business VoIP or a Hosted PBX service. The service requires a suitable internet connection to operate.

UCOM GO is a combination of an enterprise grade Hosted PBX service and the UCOM SoftPhone app. The monthly access fee includes a SoftPhone App, a SIP Trunk, an Australian phone number and access to a wide range of enterprise-grade Hosted PBX features and functions.

INFORMATION ABOUT THE PRICING
MONTHLY ACCESS FEE and CALL CHARGES

	IP TELEPHONY **UCOM VOICE**	SOFTPHONE **APP**	UCOM GO **LITE**	UCOM GO **PRO**
ACCESS FEE	$3 per Month	$10 per Month	$24 per Month
AUS LANDLINE CALLS	N/A	9c per Call	Included
AUS MOBILE CALLS	N/A	9c per Minute	Included
CALLS TO 13/1300	N/A	22c per Call	22c per Call
SoftPhone App	Included	Included	Included
AUS Landline Number	N/A	Included	Included
Cloud PBX	N/A	Included	Included
Integrations*	$3 per Month	$3 per Month	$3 per Month
1300/1800 Number**	N/A	$9 per Month	$9 per Month
SMS Plan Bolt On***	$19 per Month	$19 per Month	$19 per Month
Term	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 BusinessCo's **Acceptable Use Policy**.

* Integrations: UCOM APP - CRM system integration delivered via the softphone app. **UCOM GO** - CRM system integration and MS Teams **delivered via the PBX system**. 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 9 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.

ADDITIONAL CHARGES

Applicable to UCOM GO: charges may apply for some additional services such as number porting, call recording and complex PBX programming.

SET UP FEE and MINIMUM TOTAL COST

Set Up Fee: $19   MS Teams Set Up (optional): $19
Minimum Total Cost: $22

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 UCOM GO LITE plans or UCOM GO PRO plans, combination of both types of plans is not available.

INCLUDED CALLS and ACCEPTABLE USE POLICY

Included calls are subject to BusinessCo's Acceptable Use Policy. Services utilising PRO plans must be used in a way that is consistent with 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 **1300 000 300**.

NETWORK REQUIREMENTS

An internet service with minimum 100/100 Kbps per concurrent call is required to operate the service.

EARLY TERMINATION CHARGE and CANCELLATIONS

Services can be cancelled or ported out at any time. A full monthly access fee applies to the billing period in which the service is being cancelled/ported out.

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 **www.businessco.com.au/policies-legal**

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCo will commence the connection process. Connection timeframes may vary upon the type of connection required. BusinessCo 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 **1300 000 300**.

BILLING

BusinessCo will bill you in advance for the monthly access fee and in arrears for the call 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. BusinessCo's standard method for bill delivery is email. Paper billing is available for a monthly fee of $5. To opt in to paper billing, please contact our Customer Service Team on **1300 000 300**.

PAYMENT METHOD

BusinessCo accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

CONTACT US

BusinessCo is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 300**.

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 **www.businessco.com.au/compliments-and-complaints**

If you are still not satisfied with the steps taken by BusinessCo 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 BusinessCo and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.