



Critical Information Summary

Hosted PBX Extension Plan

Description of this service

The Smart Business Voice Hosted PBX Extension Plan provides businesses with a phone service using Voice over IP (VoIP) technology via their internet connection.

Service Delivery Requirements

An internet service with a minimum speed of 128/128 Kbps per extension is required. If this is not available, Smart Business Voice cannot guarantee the quality of the service. The customer is responsible for supplying the internet connection and is not included within any of the supplied plans.

Routers must have SIP ALG disabled for the service to function correctly.

Hardware Requirements

All hardware is purchased separately and is not included as part of this plan. Smart Business Voice can supply hardware and is quoted separately. If you are providing your own hardware, you are responsible for any warranty claims or service repair.

Supported specific devices will be managed by Smart Business Voice, on the commencement of the contract.

Connection Fee

There is no connection fee. Installation and training can be supplied at an additional cost.

Contract Term

All plans are for a 12 month term.

Call Rates

Call rates are available on our website. Rates are subject to change at any time.

International Rates

International Call rates are available on our website. Rates are subject to change at any time.

Pricing Information

Billing occurs monthly on approximately the 15th of each month. Please see PBX Extension Pricing table on the next page.

Usage Information

Please email us at info@sbvoice.com.au if you want to obtain call and data usage information.

Emergency Services

This service does not guarantee uninterrupted access to 000 Emergency Services. This service will not function in the event of power loss. Priority Assistance is not available on these services.

Accessible Services

For accessible services please refer to the ACCAN's Disability Portal – Accessible Telecoms (<https://accan.org.au/our-work/195-home/disability-portal>).

Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge. The maximum amount payable is the full contract term (12 months) excluding call charges.

Enquires, feedback and complaints

We are committed to providing you with excellent customer service. Please contact us by calling 1300 798 717 or by sending an email to info@sbvoice.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>



PBX Extension Pricing

Pricing for PBX Extensions is as follows:

Description	Monthly Cost (ex GST)
Business Line User	\$ 10.00
Standard Enterprise User	\$ 14.00
Premium Enterprise User	\$ 22.00
Premium UC User	\$ 28.00
Business Line User + Voicemail Bolt-on	\$ 11.00
Standard Enterprise + Voicemail Bolt-On	\$ 15.00
Premium Enterprise + Voicemail Bolt-on	\$ 23.00
Business Line + UC-One Bolt-on	\$ 20.00
Standard Enterprise + UC-One Bolt-On	\$ 24.00

For more information on each service, please refer to our Service Feature matrix (available on our website)

More information:

This CIS is a summary only. Please contact Smart Business Voice for further information or visit our website sbvoice.com.au for full Terms and Conditions.

This summary valid as of June 2020.