

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION and KEY INFORMATION

**Real ICT Hosted PBX** is a combination of a Hosted PBX service and a Business Grade SIP Trunk. It delivers business PBX functionality and allows you to make and receive phone calls by connecting a pre-configured IP Phone to a suitable broadband internet service.

The **Monthly Access Fee** includes a Hosted PBX extension, a multi channel Business Grade SIP Trunk, an Australian phone number and access to all the standard Hosted PBX features and functions. Calls are Free between Hosted PBX extensions on the same account. Other calls, optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly Access Fee. This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure.

#### HARDWARE and INSTALLATION REQUIREMENTS

The Hosted PBX service is only available to use with selected IP Phones. Real ICT takes no responsibility for the configuration and functioning of IP Phones not supplied by the company. An internet service with minimum 100/100 Kbps per concurrent call is required to operate the service. Additional configuration of your network and routers may be required and is not included. The service may not be compatible with certain routers. Please contact our Customer Care Team to check hardware and network compatibility.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

HOSTED PBX	ULTIMATE
ULTIMATE PBX	BIZ
ACCESS FEE per EXT p/MTH	\$39
INCLUDED PBX EXTENSIONS	1
MINIMUM PBX EXTENSIONS	1
LOCAL CALLS	Included
NATIONAL CALLS	Included
MOBILE CALLS	Included
CALLS TO 13/1300	Included
EXTENSION CALLS	Included

The use of the service(s) and Included Calls are subject to Real ICT's **Fair Use Policy**.

#### MINIMUM TERM and PLAN CHANGES

Minimum term is 36 months. Please note that all PBX extensions must either be on FLEXI plans or ULTIMATE plans, combination of both types of plans is not available.

#### ADDITIONAL CHARGES

Additional charges may apply for some additional services such as number porting and complex PBX programming.

#### SET UP FEES and MINIMUM TOTAL COST

Set Up Fee: \$0. Minimum Total Cost: \$1,404

### INCLUDED CALLS and FAIR USE POLICY

Included calls are subject to Real ICT's Fair Use Policy. Services utilising Ultimate PBX plans must be used in a way that is consistent with a 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.

#### EARLY TERMINATION CHARGE and CANCELLATIONS

Service cancellations within the minimum term are subject to Early Termination Fees (ETF). ETF is calculated as percentage of monthly access fee multiplied by months remaining. Cancel within 12 months: ETF=75%; 13-24 months: ETF=50%; after 25 months: ETF=25%.

### 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 Terms and Conditions, Fair Use and Acceptable Use Policy, please visit [www.realict.com.au](http://www.realict.com.au)

#### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, Real ICT will commence the connection process. Connection timeframes may vary upon the type of connection required. Real ICT will inform you of the approximate connection timeframe at the time of application.

#### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 00 50 60**.

#### BILLING

Real ICT 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. Real ICT's standard method for bill delivery is email.

#### PAYMENT METHOD

Real ICT accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

#### CONTACT US

Real ICT is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 00 50 60**.

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.realict.com.au/complimentsandcomplaints](http://www.realict.com.au/complimentsandcomplaints)

If you are still not satisfied with the steps taken by Real ICT 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 Real ICT and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.