

# Critical Information Summary

## Countrytell Hosted PBX



### Information About the Service

Countrytell's Hosted PBX is a voice telephony service that is supplied over the Internet. The Internet service may be supplied by Countrytell (for example a High Availability Business Internet Bundle) or another service provider.

### Service Availability

Our Hosted PBX is available over virtually any reliable Internet connection that can support a minimum of 100Kbps of uncongested symmetric bandwidth (up and down). Handsets must be connected via a wired Ethernet port.

### Minimum Term

The service is provided on 12, 24 or 36 month contract term. Service can be cancelled with 30 days' notice (early termination fees applies). See minimum total cost applicable to each plan in the Information about Pricing section. Services continue on a month by month basis at the end of the contract term.

### Information about Pricing

Plan	Setup Charges			Monthly Charges		Total Minimum Cost		
	12 Month Contract	24 Month Contract	36 Month Contract	Plan Minimum per Month	Additional extensions up to next Plan level	12 Month Contract	24 Month Contract	36 Month Contract
2 Extensions	\$100	\$50	\$0	\$59	\$29.50	\$808	\$808	\$808
10 Extensions	\$100	\$50	\$0	\$290	\$29.00	\$3,580	\$3,580	\$3,580
20 Extensions	\$150	\$75	\$0	\$560	\$28.00	\$6,870	\$6,870	\$6,870
50 Extensions	\$200	\$100	\$0	\$1,325	\$26.50	\$16,100	\$16,100	\$16,100
80 Extensions	\$250	\$125	\$0	\$2,000	\$25.00	\$24,250	\$24,250	\$24,250
100 Extensions	\$300	\$150	\$0	\$2,250	\$22.50	\$27,300	\$27,300	\$27,300

Plan	Local Calls	Standard National Calls	Calls to Australian Mobiles	International*	1300 & 13
All Plans	Included	Included	Included	From 4c per minute	Included

- Minimum total fee is calculated as (Monthly Charge x Contract Term) + Activation Fee
- **All prices are ex GST**
- Rates vary depending on destination and call type. International call rates are published at [www.countrytell.com.au/International\\_rates](http://www.countrytell.com.au/International_rates) and are updated regularly.
- Billing in per second increments, billing is rounded to 3 decimal places, minimum call charges is 1c

Number Hosting and Porting	New Number Setup	Number Hosting	Number Porting
Single Number	\$10/number	\$1/month	Cat A Port - \$50/number
100 number Range	\$300/100 number block	\$30/month	Cat C Port - \$300/number

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### Cancellation and Contract Break

Contract Break Fees	0-12 Months	13-24 Months	13-36 Months
<b>12 Month Contract</b>	Balance of months remaining x Monthly Charge	N/A	N/A
<b>24 Month Contract</b>	Balance of months remaining to 12 months x Monthly Charge + undiscounted setup fee	50% of the monthly fee x remaining months	N/A
<b>36 Month Contract</b>	Balance of months remaining to 12 months x Monthly Charge + undiscounted setup fee	N/A	25% of the monthly fee x remaining months

- All prices are ex GST
- Service can be cancelled with 30 days' notice

### Equipment Required

You will need an Ethernet capable router to use this service. You can provide your own router or Countrytell can discuss your needs and recommend a suitable device.

### Invoicing Information

Countrytell issues monthly invoices by default which are due for payment within 10 business days of being issued. For customers paying by credit card your card will be debited within this period. We accept payment by Visa and Mastercard. We also accept BPAY where you have an established credit history with us.

### Contact us

You can contact Countrytell Customer Service for support and billing enquire via 02 9191 4600 or 13 TELL (13 8355) or emailing [support@countrytell.com.au](mailto:support@countrytell.com.au) or via our website.

### Disputes and Complaints Handling

While we always try to deal with your concerns or complaints promptly, fairly, completely and courteously.

If you have any issues that you do not believe have been dealt with properly, please contact us [support@countrytell.com.au](mailto:support@countrytell.com.au) or download our complaints handling process from our website.

### Telecommunications Industry Ombudsman (TIO)

If you are still dissatisfied with how we address your concerns, you can contact the Telecommunications Industry Ombudsman for independent opinion. The TIO can be contacted by calling 1800 062 058 or TIO Website

### Other Information

Further Information on; Fair Use Policy, Financial Hardship Policy, Complaints Handling Process Summary, Privacy Policy, Billing and Payments Information, Credit Reporting Policy, Credit Management Policy, and Standard Form of Agreement can be found on the Countrytell Website [www.countrytell.com.au/legal-information](http://www.countrytell.com.au/legal-information)