

# ICTHUB - Hosted Extension

## Critical Information Summary



This summary may not reflect any discounts or promotions which may apply from time to time.

ICTHUB Hosted Extension provides hosted telephone extensions from a cloud-based PBX system. It comes with a full range of features without the need to maintain a PBX system on your premises. Each extension includes an Australian phone number, or you can retain your existing numbers which we will port to ICTHUB. The service requires internet connectivity, which can be provided by ICTHUB on request. The number of simultaneous calls your phone system can support is equal to the number of ICTHUB Hosted extensions you select. If you order 4 \* ICTHUB Hosted Extensions with 4 simultaneous calls, then your system will be able to make or receive 4 simultaneous calls which can be all inbound, all outbound or any mix thereof.

### Minimum Contract Terms = 36 Months

	ICTHUB Hosted Extension (Handset Included)	ICTHUB Hosted Extension (Handset not Included)	
<b>Monthly Access Fee</b>	\$45.00	\$40.00	
<b>Setup Fee</b>	There is no setup fee however, if you request us to install the service, we will charge you \$350 minimum + \$80 per Handsets, if a technician visits your premises. (excluding GST)		
<b>What's Included?</b>	As per order simultaneous channel/Extensions to make and receive a call. Unlimited local, national, and mobile calls in Australia and 1800 numbers. Calls to 13/1300 are PAYG at rate of 0.35 per call. If handset selected, a Yealink T31P handset. Basic PBX features including;		
	Hunt Group	Call Queue	Custom Music On Hold
	Call Forwarding	Follow Me	Sequential Ring
	Advanced Call Forwarding	Voicemail to Email	3-Way Conference Call
	Extension Status (BLF)	Simultaneous Ring	Call Parking
	Fax to Email	Call Hold	Conference Room
<b>Minimum Cost Spend Over 36 Months</b>	\$ 1,620.00	\$ 1,440.00	
<b>Cancellation</b>	If you cancel the service, you must give us 28 days' notice of cancellation. We will disconnect the service at the conclusion of the month in which the notice period expires and cease billing.		
<b>Plan Change Charges</b>	Plan Changes are not available for this service.		
<b>Maximum Early Termination Charges</b>	The full Charge is applicable if cancelling within the first 12 months. After the first 12 months this will be pro-rated by the number of months remaining in the Minimum Contract Term. The Early Termination Charge is up to \$499.  If the service includes a handset, and it is cancelled within 36 months, there is a handset payouts charge equal to the number of handsets x \$10 x remaining months. (max 36 months)		

## Information about the service

### Service Availability

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what is available at your location. We will try to contact you if all your services cannot be connected.

### Other Important Conditions

The service is provided under our Standard Form of Agreement <http://www.ICTHUB.com.au/important-documents>.

### Hardware

If selected, we will provide you with a desktop handset that supports voice services. We recommend you consider additional security options to suit your network environment and business needs. As no service can provide a guaranteed 100% up time, we recommend that you maintain an alternate service as a backup, such as a mobile voice service. ICTHUB has a number of alternate services available on request. If you are using your own handsets, please contact us to confirm that your handsets are supported.

### Other Charges

This is a self-installed service, in addition to the monthly charge, you may pay the following connection, equipment, and installation charges:

- If you request us to install the service, we will charge you \$350 minimum + \$80 per Handsets if a technician visits your premises. (excluding GST)
- Additional charges apply for non-standard installations such remote area installations.

These charges will be billed on your invoice.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

### Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

### Need help? We're here for you.

Visit [ICTHUB.com.au/support/contact-us](http://ICTHUB.com.au/support/contact-us) or call 1300 100 428 for our support options.

### Complaints

If there is something, you're not happy with and you wish to make a complaint, call 1300 100 428. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) if you would like an independent investigation.

This is a summary only. The full legal terms for this plan are available at <https://ICTHUB.com.au/important-documents/>, which also contains other important documents which you should read.