

Critical Information Summary for your Hosted PBX plan.

## Information about the Service

### SERVICE DESCRIPTION

The Key Telecom Hosted PBX plan is a business digital telephone plan with handset included. You will require an internet connection in order to use this service. This can be supplied by Key Telecom separately if required.

### HARDWARE

You will be supplied at least 1 hosted PBX telephone handset as part of this plan.

### KEY DETAILS

Your Hosted PBX plan allows you to make and receive phone calls. The plan included unlimited local and national calls within Australia. Other calls and optional value added services and any other equipment are charged in addition to your Monthly Access Fee.

This service may not be suitable if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority assistance is not available on this service.

### STANDARD INSTALLATION REQUIREMENTS

An Internet service with a minimum of 100kbps/100kbps per concurrent call is required for a Key Telecom Hosted PBX plan to work.

You are required to install the handset(s) supplied as part of your Key Telecom Hosted PBX plan. This includes any associated cabling, configuration or your network and any routers and/or switches within your network to allow the Hosted PBX handsets to work.

Installation options can be arranged at an additional charge. For more information please speak to our customer service team on 1300 174 637.

## Information about pricing

Hosted PBX Plan	Monthly Cost	Minimum Cost* (24 months)
Standard	\$44.95	\$1,163.75
Reception	\$74.85	\$1,911.25
Executive	\$74.85	\$1,911.25

\* Includes \$20.00 postage per device.

### EARLY TERMINATION CHARGE

If you cancel the service within a 24 month contract term, Early Termination Fees (ETF) will apply per service. The ETF is calculated as \$320 per service. This plan includes 3 services. If the handsets are not returned within 30 days a handset non-return fee of \$300 will be charged.

### CALL RATES

STANDARD CALL TYPE	CALL RATE
Local calls	Unlimited *
National calls	Unlimited *
Calls to mobile	35c per min
Calls to 13/1300	54c per call

\* This service is not available for resale or high volume telemarketing purposes.

Timed calls are charged in 60 second increments.

### CALLS TO INTERNATIONAL NUMBERS

Calls to Key Telecom's top 10 international destinations are charged at 20c per 30 seconds with a first minute minimum charge of 30c.

Different rates apply to call other international numbers. All international calls are charged in 30 second increments. For all international call rates, please contact us on 1300 174 637.

## ADDITIONAL ADD-ONS TO THE PLAN

Unlimited calls to mobile phones in Australia can be added to this plan for \$30 per month per handset. Total cost over 24 months per handset for this add on is \$720.

## Other Information

### DIRECTORY LISTING

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

### BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$4.95 applies to printed bills.

### WE ARE HERE TO HELP

If you have any questions, just call us on 1300 174 637 so we can serve you better. Or you can visit us at <https://www.keyintegration.com.au/> for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <https://www.keyintegration.com.au/legal/> and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

### SPEND MANAGEMENT

A spend management tool is available to all Key Telecom customers free of charge via the member portal at: For instructions on how to access the member portal please contact us on 1300 174 637.

**This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of January 2019.**