



## Critical information Summary - Business Phones Systems

### Information About the Service

Hosted PBX (also known as Virtual PBX or Cloud PBX) is an inexpensive and comprehensive telephone solution which runs on any kind of high-speed internet connection and allows multi-site office and remote connectivity anywhere, anytime.

Replace your existing phone system with Hosted PBX system that provides flexible and affordable business phone features giving you full control to manage and make changes to your services.

### What is included?

- Call Forward to Mobile
- Porting of existing numbers
- Line hunt groups
- Voicemail to Email
- Music on Hold
- User friendly online portal
- Direct-In-Dial Geographic Number

### What is not included?

- This service does not include calls to premium service numbers such as 1900 numbers.
- This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This means you will not be able to make calls during a power outage, including calls to emergency services.
- We do not provide support for phones purchased from other vendors and we cannot guarantee their compatibility with our network.

### Minimum Term

Cloud PBX phone systems are available on a 12-months or 24-months contract term.

### Recommended Hardware & Software

We offer a range of Yealink, Cisco, Polycom, Ericsson-LG phones at highly competitive pricing, however, we recommend Yealink devices due to their ease of use and stylish looks. Customers can choose to pay up-front, or amortise the up-front costs with a finance agreement (approved applicants only).

### Early Cancellation Fees

- If you cancel the service before the end of your contract term (12 months or 24 months), Early Termination Fees (ETF) will apply.
- Early Termination Fee (ETF) will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.
- If the handset/ATA is not returned within 30 days of your service ending, or is returned faulty, a fee of \$199 will apply to each Standard or Cordless handset, \$460 for each Premium handset, \$120 for 2 port ATA and \$240 for 4 port ATA.

### Information about pricing

**Price information on plans:** The cost for calling a national and local landline number is \$0.05 per minute while the cost for calling local and national mobile number is \$0.10 per minute.

**Set-up fee:** The setup cost is \$99 but it is dependent on many different things. Due to variances, set-up fees will be determined prior to agreement of contract and first bill. The cost of professional installation will vary depending upon the number of handsets.

**Equipment fees:** Future Technology Centre will provide you with handsets, key systems, and PBX setups. This rental cost is included in your monthly fee.



## Monthly charges

Plan Name	Cost per month	Local calls	National calls	Calls to mobile	1300 and 13
Basic	\$35	\$0.05	\$0.05	\$0.10	\$0.30
Standard	\$45	\$0.05	\$0.05	\$0.10	\$0.30
Premium	\$55	\$0.05	\$0.05	\$0.10	\$0.30

\*International rates are automatically blocked to prevent bill shock, and some are actively blocked because they are high risk. For a full list of International rates please visit our website.

Note: All costs mentioned on this critical information summary are exclusive of GST.

## Adjustment fees

After the phone system has been activated, all changes or adjustments required will be provided at no extra cost in the first 30 days. After this period, there are fees associated with adjustments to this service. These are:

- changes to music on hold - \$60 per change
- changes to queue messages - \$60 per occasion
- phone system changes - \$199 per hour

## Enquiries, Feedback and Complaints

You can contact the Future Technology Centre's customer support team for any service and account support by emailing [sales@futuretechnologycentre.com.au](mailto:sales@futuretechnologycentre.com.au) or calling 1300 70 76 90 between 10am and 5pm Monday to Friday (excluding National public holidays).

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during or first contact. If you wish to contact the TIO, you can do so as follows: Call 1800 062 614 fax 1800 630 614 or online <http://www.tio.com.au/making-a-complaint>

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