

## CloudPhone™ Plans – Critical Information Summary

### Information about the Service:

UnifiedNet™ CloudPhone™ is a fully featured telephony solution for business. It is based on UnifiedNet™ hosted IP-PBX service.

### Minimum Term:

UnifiedNet™ CloudPhone™ is supplied on either 12 months or 24 months contract term.

### UnifiedNet™ CloudPhone™ Includes:

- CloudPhone™ includes a range of managed High Definition voice handsets, a wide range of telephony features that can be fully configured based on customer's requirements
- \$0 Activation Fee on 24 months contract term. Activation Fee applies on 12 months contract term
- Self-Install require otherwise \$330 Onsite-Install fee applies
- \$11 delivery fee applies for all hardware delivery
- All rates are inclusive of GST

### Customer's Equipment and Cabling Requirements:

- CloudPhone™ requires a reliable fixed internet service. Each CloudPhone™ requires a minimum of 100kbps of uncongested upstream and downstream bandwidth to have the best quality
- Customer's equipment and internal data cabling required from the Comms room to the phone/data extension
- UnifiedNet™ CloudPhone™ Handset or Desktop Application is required

### Calls/Services Exclusions:

CloudPhone™ do not support 19/1900 number calls, fax, dial up modem or other analogue data calls such as EFTPOS, HICAPS, Back-to-Base Alarms and other monitoring systems using phone lines, and similar features.

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### Information about Pricing:

#### CloudPhone™ Plans:

CloudPhone™ Service Plan	Handset/Application	Monthly Plan Fee (Inc GST)	Total Minimum Cost on 12 Months Contract	Total Minimum Cost on 24 Months Contract
Soft CloudPhone™	Desktop App	\$24.50	\$404.00**	\$588.00
Standard CloudPhone™	Yealink T42S	\$29.50	\$475.00***	\$719.00*
Cordless CloudPhone™	Yealink W56P	\$29.50	\$475.00***	\$719.00*
Premium CloudPhone™	Yealink T48S	\$49.50	\$715.00***	\$1,199.00*
Analogue Telephone	ATA - 2 Ports	\$29.50	\$475.00***	\$719.00*

\*\*\*Total Minimum Cost on 12 Months Contract includes \$110 Activation Fee and \$11 Delivery Fee.

\*\*Total Minimum Cost on 12 Months Contract includes \$110 Activation Fee.

\*Total Minimum Cost on 24 Months Contract includes \$11 Delivery Fee.

#### CloudPhone™ Call Rates:

Call Types Within Australia	Call Rate (Per Call)
Local Numbers	\$0.00
National Numbers	\$0.00
Call to Australian Mobile Numbers	\$0.00
13/1300 Numbers	\$0.27
1800 Numbers	\$0.00
<b>Call Types to Other Misc</b>	
Emergency Service Numbers - 000	\$0.00
Community service – Dial Before You Dig -1100	\$0.22
Community service – time - 1194	\$0.39
Community service – weather -1196	\$0.39
Directory assistance – local and national -1223	\$0.44
Pre-selection verification service - 12711	\$0.00
Supplementary control service 1831 – 1832	\$0.00

#### CloudPhone™ International Call Rates:

Please refer to the “UnifiedNet CloudPhone International Call Rates” for all overseas call rates. For full pricing including International Call Rates, please refer to the “UnifiedNet CloudPhone Pricing”.

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### Early Termination Fees:

The Early Termination Fees (ETF) applies and are calculated by monthly access fee multiplied by the number of months remaining on the contract term.

### Further Information:

If you need to obtain further information, please contact UnifiedNet™ Customer Care on the details below.

### UnifiedNet™ Customer Care:

**Online:** [www.unifiednet.com.au/contact/support](http://www.unifiednet.com.au/contact/support)

**Phone:** 1300 130 111

**Email:** [support@unifiednet.com.au](mailto:support@unifiednet.com.au)

### Complaints Handling:

If you have a dispute with and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

**Attention:** Compliance Manager

**Email:** [compliance@unifiednet.com.au](mailto:compliance@unifiednet.com.au)

**Mail:** PO Box A2233 Sydney South NSW 1235

### Further Options:

If you are not satisfied with our handling of your complaint and you have escalated this within UnifiedNet™, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (Telephone: 1800 062 058).