

3CX CloudPhone™ Enterprise – Critical Information Summary

3CX CloudPhone™ Enterprise PAYG Rates (Prices are GST exclusive):

No of SIP Channels*	Per Channel Monthly Cost	Total Monthly Cost	Contract Term (Months)	Activation Fees	Total Minimum Cost
4	\$26.00	\$104.00	24	\$200	\$2,696.00
8	\$25.00	\$200.00	24	\$400	\$5,200.00
16	\$24.00	\$384.00	24	\$800	\$10,016.00
24	\$23.00	\$552.00	24	\$1,200	\$14,448.00
32	\$22.00	\$704.00	24	\$1,600	\$18,496.00
No of SIP Channels*	Per Channel Monthly Cost	Total Monthly Cost	Contract Term (Months)	Activation Fees	Total Minimum Cost
4	\$26.00	\$104.00	36	\$0.00	\$3,744.00
8	\$25.00	\$200.00	36	\$0.00	\$7,200.00
16	\$24.00	\$384.00	36	\$0.00	\$13,824.00
24	\$23.00	\$552.00	36	\$0.00	\$19,872.00
32	\$22.00	\$704.00	36	\$0.00	\$25,344.00

*3CX CloudPhone™ plan requires a minimum of 4 SIP Channels which allows 4 concurrent calls simultaneously. Additional SIP channels are available and can be added with a set of 4, 8, 16, 24, and 32 channels. A Professional Install Fee of \$750 per site + \$50 per extension applies on all Contract Terms.

PAYG Plan Call Rates (Prices are GST exclusive):

Calls Type	Cost
Calls to Local Numbers	8c per call
Calls to National Numbers	8c per minute
Calls to Australian Mobiles	16c per minute
Calls to 13/1300 Numbers	35c per call
Calls to 1800 Numbers	Included

International Call Rates:

Click on the below link, for all 3CX CloudPhone International Call Rates and list of Countries:
<https://www.unifiednet.com.au/wp-content/uploads/2022/06/SIP-Intl-Rates- Feb-22.pdf>

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3CX CloudPhone™ Enterprise UNLIMITED Rates (Prices are GST exclusive):

No of SIP Channels*	Per Channel Monthly Cost	Total Monthly Cost	Contract Term (Months)	Activation Fees	Total Minimum Cost
4	\$48.00	\$192.00	24	\$200	\$4,808.00
8	\$46.00	\$368.00	24	\$400	\$9,232.00
16	\$44.00	\$704.00	24	\$800	\$17,696.00
24	\$42.00	\$1,008.00	24	\$1,200	\$25,392.00
32	\$40.00	\$1,280.00	24	\$1,600	\$32,320.00
No of SIP Channels*	Per Channel Monthly Cost	Total Monthly Cost	Contract Term (Months)	Activation Fees	Total Minimum Cost
4	\$48.00	\$192.00	36	\$0.00	\$6,912.00
8	\$46.00	\$368.00	36	\$0.00	\$13,248.00
16	\$44.00	\$704.00	36	\$0.00	\$25,344.00
24	\$42.00	\$1,008.00	36	\$0.00	\$36,288.00
32	\$40.00	\$1,280.00	36	\$0.00	\$46,080.00

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UNLIMITED Plan Call Rates (Prices are GST exclusive):

Calls Type	Cost
Calls to Local Numbers	Included
Calls to National Numbers	Included
Calls to Australian Mobiles	Included
Calls to 13/1300 Numbers	35c per call
Calls to 1800 Numbers	Included

International Call Rates:

Click on the below link, for all 3CX CloudPhone International Call Rates and list of Countries:
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Additional Features Cost (Prices are GST exclusive):

Feature	Monthly Cost	Contract Term (Months)	Total Minimum Cost
10 Number Range	\$13.50	1	\$13.50
50 Number Range	\$27.00	1	\$27.00
100 Number Range	\$40.00	1	\$40.00
Additional Auto Attendant	\$10.00	1	\$10.00
Additional Hunt Group	\$10.00	1	\$10.00

Information about the Service:

3CX CloudPhone™ is a unified communications solution providing a single platform for voice, video, and messaging. Our bundles include 3CX licensing, 3CX software running on a 3CX dedicated hosted instance, and Business FlexiSIP™ channels.

Minimum Term:

3CX CloudPhone™ is supplied on 24 or 36 month contract terms.

3CX CloudPhone™ Includes:

- BYO Internet (UnifiedNet or Third Party wired broadband connection)
- Dedicated 3CX Hosting instance
- Business FlexiSIP™ Channels with a choice of PAYG (Pay As You Go) or UNLIMITED (Unlimited Local, National, and Calls to Australian Mobiles) plan call rates
- All prices mentioned herein are exclusive of GST

Calls/Services Exclusions:

Business FlexiSIP™ Channels 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.

Customer's Equipment and Cabling Requirements:

- Business FlexiSIP™ Channels require reliable fixed internet service. Each SIP trunk requires a minimum of 100kbps of uncongested upstream and downstream bandwidth to have the best quality
- 3CX also requires either desktop IP Phones, the 3CX smartphone app, or any softphone application to work
- Internal data cabling from the communications room to each desk phone or workstation

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Early Termination Fees:

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

Billing Charges:

- **Direct Debit:** No payment processing fees.
- **Credit Card Payment Surcharge:** A 1.5% surcharge of the total invoice applies if you choose to pay by credit card.
- **Non-Direct Debit Fee:** \$5.50 non-direct debit fee will be charged each month if you choose not to pay your bill by Direct Debit. This fee will be added onto the next invoice.

Customer Support:

We have an all-Australian-based Customer Support Team who can help you with any Technical Support, Account, Sales, or Other enquiries. Please contact UnifiedNet™ Customer Care on the details below.

UnifiedNet™ Customer Care

Online: www.unifiednet.com.au/contact/support

Phone: 1300 130 111

Email: support@unifiednet.com.au

Our support hours are standard business hours Monday to Friday 8:30 am – 5:30 pm excluding public holidays.

Complaints Handling:

If you have a dispute 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

Phone: 1300 130 111

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with our handling of your complaint and you have escalated this to UnifiedNet Compliance Manager, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.