

# CRITICAL INFORMATION SUMMARY

## Databox Premium Hosted & Databox Premium SIP

### INFORMATION ABOUT THE SERVICE

**SERVICE DESCRIPTION**

Databox Premium Hosted & Databox Premium SIP provides your business with office phone services, hosted in the Cloud and delivered via a broadband internet connection.

**MINIMUM TERM**

The minimum term of this plan is 36 months.

**MINIMUM SUPPORT REQUIREMENTS**

Your solution will be fully supported from end to end only if the service is accessed with handsets or soft-phone clients supplied and configured by us, using a broadband ADSL2+, nbn™ or other internet service supplied by Databox Solutions to our specifications

**BUNDLE REQUIREMENTS**

There are no bundle requirements with this plan.

**MINIMUM ACCESS REQUIREMENTS**

In order to access the Service, you will need an internet connection with a minimum of 100/100Kbps of available bandwidth per simultaneous call, with no packet loss, and a ping of less than 150 ms. You will also need an IP enabled handset or soft-phone client, and may need extra hardware depending on your requirements e.g. router and switches.

**OTHER REQUIREMENTS**

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN.

### INFORMATION ABOUT PRICING

CALLS & OTHER CHARGES	COST
Monthly Access Fee (includes 1 concurrent call per line/channel)	<ul style="list-style-type: none"> <li>36 Months: \$44 per month</li> <li><i>Pricing is per channel, with services sold in blocks of 1 x channel.</i></li> </ul>
Minimum Cost over term	36 Months: \$1,584
Additional Direct Indials (DID)	\$1.50 per month per 1 x DID \$66 per month per 100 x DID Range
Calls to IP Voice Multi-Line numbers (on the same account)	Included
Calls to Local & National Numbers	Included
Calls to Australian Mobile Numbers	Included
Calls to 13/1300 Numbers	Included
Calls to International Destinations and Premium Services	Not Included: Contact us for rates
Setup Fee	POA
Number Porting - Optional	POA

### INFORMATION ABOUT PRICING (cont...)

#### PRICING INFORMATION

All pricing in this document includes GST.

#### EARLY TERMINATION

If you cancel your service or it is disconnected within the minimum contract term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.

#### PROMOTIONS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

#### PORTING

If you wish to transfer any existing telephone numbers to Databox Solutions from your current provider, a port request will be required. Standard porting is free of charge. Failed/rescheduled/resubmitted etc ports are POA.

#### CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers not listed above. Calls are charged per minute block. For these international call rates, please contact Databox Solutions. Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee, these charges are also outside of our control as they are set by the content provider.

### OTHER INFORMATION

#### CONNECTION TIMEFRAMES

Due to the complexity with this product and the steps involved with setting up and configuring the system and various devices, the minimum connection timeframe is usually between 5 and 20 business days from the date we accept your application. In some cases, however, this can be sooner.

Porting single numbers is usually a 4 to 6 week turn around (or 4 to 8 weeks for complex ports), however, these are requested once the application form is accepted and this is in tandem with the setup, configuration and rollout of any systems and hardware.

#### 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.

#### WE'RE HERE TO HELP

If you have any questions, just call us on 1300 603 404 so we can serve you better or you can visit us at [databoxsolutions.com.au](http://databoxsolutions.com.au) for additional information.

#### COMPLAINTS

If you have any concerns or complaints, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au)