

# CRITICAL INFORMATION SUMMARY

## Databox Solutions Business Phone

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

Databox Solutions Phone System Service is delivered over your internet connection. The internet connection can be provided by Databox Solutions or another service provider.

#### MINIMUM TERM

The minimum term of this plan is 36 months.

#### 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). ETF do not apply to Softphone plans. For all other plans 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. For the hardware rentals, if the handset is not returned within 30 days after service termination or is returned faulty, a fee will be charged: \$179 for each Standard or Cordless handset, \$399 for each Premium handset, \$49 for 2 port ATA, and \$129 for 4 port ATA.

#### PROMOTIONS

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

### INFORMATION ABOUT PRICING

Minimum Monthly Fee	Setup Charge	Monthly Cost inc GST	Total min Cost over 36 month contract
Databox Standard PAYG SIP Licence	-	\$11	\$396
Databox UC Softphone licence	-	\$28	\$1008
Databox Premium Cordless Handset licence	-	\$27.5	\$990
Databox Premium Hosted Licence	-	\$44	\$1584
Databox Premium Cordless Bundle	-	\$33	\$1188
Databox Premium Hosted Bundle	-	\$55	\$1980

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

#### REQUIREMENTS AND AVAILABILITY

- The Databox solutions business phone plans requires a fixed broadband service and a wired Ethernet port.
- A handset is required unless you are on a Softphone plan.
- Each handset requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal call quality.
- For video calling and video meeting features on Softphone plans, 2-3Mbps of bandwidth per concurrent video call is recommended for optimal quality.

#### INCLUDED FEATURES

Databox solutions business phone plans include handset rental (excluding Softphone plans), a direct-in-dial geographic number (DID number), unlimited standard local and national calls, unlimited standard calls to Australian mobiles, and a range of included features such as voicemail-to-email and call waiting. Acceptable Use Policy applies to included calls.

### OTHER INFORMATION

#### 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. Bills will be emailed to your nominated billing contact as part of our commitment to protecting the environment.

#### 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.

#### OPTIONAL EQUIPMENT, USER SOFTWARE, AND FEATURES

A selection of optional equipment, features, and user software is available, including headsets, Hunt Groups, Auto Attendants, Receptionist Application, and more. Prices depend on the options selected. For more information, visit Databox Solutions.

#### EXCLUSIONS

Databox solutions business phone plans do not support 19/1900 number calls, fax, dial-up modem, or other analog data calls (e.g., EFTPOS, HICAPS), back-to-base alarms, and other monitoring systems using phone lines. It is also not available for telemarketing, call center functions, and similar uses.

#### 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)