

# CRITICAL INFORMATION SUMMARY

## BUROX - UNLIMITED PLANS

### INFORMATION ABOUT THE SERVICES

BuroX is a cloud based PBX system hosted in the Buroserv network. It comes with a full range of features without the need to maintain a PBX system on your premises. It provides a high reliability solution at a cost effective price.

This service requires internet connectivity, which can be provided separately by Buroserv on request.

This Service is provided subject to Buroserv's Standard Form of Agreement, Fair Use Policy and other Important Documents, available at <http://www.buroserv.com.au/important-documents/>

**Minimum Term** is 12, 24 or 36 months.

### SERVICE MONTHLY CHARGE

BuroX Value plans are based on the number of concurrent calls that your BuroX can make (this is equivalent to the number of trunks or channels in a traditional PBX), and the number of extensions.

#### Definitions

**Extensions (DIDs):** is the number of telephone devices your BuroX is provisioned for. Each extension is allocated with an Australian service number. These service numbers can be configured for either outbound calls only, incoming calls only or both.

**Concurrent calls:** is the maximum quantity of simultaneous calls your BuroX can make/receive at one time. Internal calls between extensions do not count towards the number of Concurrent Calls at any one time. only calls to external numbers count for Concurrent Calls. As an example, if you have purchased 6 Concurrent Calls, then you can have 6 people on external calls at one time, and any number of people on calls to internal extensions at the same time.

Your monthly recurring charge is the sum of the number of Concurrent Calls plus the number of Extensions that you order. Unlimited calls to Local, National and Mobile Australian numbers are included.

BuroX – Number of Concurrent Calls and Extensions						
	Quantity	Included Calls	Charge per Unit	Minimum 12-month Charge	Minimum 24-month Charge	Minimum 36-month Charge
Concurrent Calls	1 - 5	Yes	\$18.90	\$226.80	\$453.60	\$680.40
	6 - 10	Yes	\$18.10	\$217.20	\$434.40	\$651.60
	11+	Yes	\$17.20	\$206.40	\$412.80	\$619.20
Extensions (DID)	1 - 5	Yes	\$8.50	\$102.00	\$204.00	\$306.00
	6 - 10	Yes	\$8.30	\$99.60	\$199.20	\$298.80
	11+	Yes	\$8.10	\$97.20	\$194.40	\$291.60

Charges are calculated per band, e.g. the charge for 8 concurrent call is: 5x\$18.90 + 3x\$18.10= \$148.80

### EARLY TERMINATION

Pricing is based on the expectation that the contracted term will not be terminated early. If the services or products are terminated prior to the end of the contracted term, Early Termination Fees apply as follows; for the Service Monthly Charge, 50% of the unbilled charges, for handsets, 100% of the unbilled charges.

### WHAT'S INCLUDED

The minimum Service Monthly Charge gives you:

- Unlimited calls to Local, National and Mobile numbers
- Extensions and concurrent calls as outlined in the Pricing section
- All basic features, including Call Queue, Auto-attendant, Voicemail-to-Email, and more:

Interactive Voice Recording	Do Not Disturb	Hunt Group
Call Forwarding	Extension Status (BLF)	Call Queue
Advanced Call Forwarding	Fax to Email	Sequential Ring
Follow Me	Voicemail to Email	Simultaneous Ring
Call Hold	3-Way Conference Call	Call Pick Up
Custom Music On Hold	Call Screening	Call Waiting
Call Transfer	Call Barring	Call Parking

### FAIR USE POLICY

These unlimited plans were developed for typical business calling usage. This service is not available for telemarketing, call centre or other similar use. Buroserv reserves the right to suspend or disconnect the service if it judges that the usage explicitly breaches the terms of our Fair Use Policy. No line-sharing devices are allowed to be installed, and each extension/line is for use of a single handset only. Please refer to the Important Documents link provided.

### RESTRICTIONS

To help protect your account, calls to high risk international destinations, International Premium and Satellite numbers are blocked. These may be unblocked at your request.

Priority Assistance is not available on this product.

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### OPTIONAL FEATURES MONTHLY CHARGE

Premium Feature	Monthly Charge
Extra Hunt Group *	\$8.00
Extra IVR *	\$8.00
Conference Room	\$15.00

\* 1 Hunt Group and 1 IVR is included at no additional charge.

### CONFIGURATION FEE

Configuration Fee varies depending on the contract term chosen and will be charged in your first bill.

Contract Term	Setup Fee
12-month	\$190
24-month	\$90
36-month	\$0

Note this does not include any site specific work, e.g. new building wiring, which is an extra cost.

### COMMON CALL CHARGES

<b>Mobile Numbers</b>	Included
<b>National and Local Numbers</b>	Included
<b>Calls to 13/1300</b>	\$0.25 per call
<b>International Calls</b>	Access <a href="http://www.buroserv.com.au/important-documents">www.buroserv.com.au/important-documents</a> for international tariffs

### HANDSET MONTHLY CHARGE

This service was specifically developed and tested to be used with the range of handsets below. Different models and brands may not operate as expected. Buroserv cannot support devices acquired from a third-party.

Prices below are monthly charges per unit ordered, and additional to the Service Monthly Charge.

Number of monthly repayments must match service contract period, unless outright payment is chosen.

All prices include GST.

Model	12-month	24-month	36-month	Outright
Yealink W52P	\$14.44	\$7.22	\$4.81	\$165.00
Yealink T42S	\$17.41	\$8.71	\$5.80	\$199.00
Yealink T46S	\$23.89	\$11.94	\$7.96	\$273.00
Yealink T48S	\$32.29	\$16.14	\$10.76	\$369.00

For details about each phone please refer to the BuroX Product Sheet.

### TRACKING YOUR SPEND

You can track your spend via Buroserv's Self Care portal [portal.selcomm.com/buroserv/SelfCare](http://portal.selcomm.com/buroserv/SelfCare). Please call 1300 129 582 for your login details.

### BILLING

We will bill you in advance for the Monthly Access Charge and hardware chosen from the day the service becomes active. Our billing period starts on the 1st of every month, and prorated charges may apply. Usage charges are calculated monthly.

### Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

**Phone:** 1300 129 582 - Monday to Friday (9am-5pm AEST)  
**Email:** [customer@buroserv.com.au](mailto:customer@buroserv.com.au)  
**Website:** [www.buroserv.com.au](http://www.buroserv.com.au)  
**ABN:** 48 612 519 178

### Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy.  
<http://www.buroserv.com.au/important-documents>  
 or call us on 1300 129 582 Monday to Friday (9am-5pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

### The Telecommunications Industry Ombudsman

**Phone:** 1800 062 058  
**Email:** [tio@tio.com.au](mailto:tio@tio.com.au)  
**Website:** [www.tio.com.au](http://www.tio.com.au)

*Please note this is only a summary, if you would like more information regarding this offering, please contact us.  
 Pricing mentioned was correct at the time of printing.*