

CRITICAL INFORMATION SUMMARY

BUROX HOSTED PBX

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/>

This is a Month-to-Month service, there is no contract or Minimum Term.

SERVICE MONTHLY CHARGE

BuroX hosted PBX plans are based on the type of telephone extensions chosen. There are two extension types (standard and non-standard), and both extensions types have three call plans, which each differ on the call inclusions (PAYG, Unlimited and Unlimited Premium). Details of the inclusions and call costs can be found in the Common Call Charges section. Please note that all extensions must have the same call plan.

Definitions

Extensions (DIDs): is the number of telephone devices your BuroX hosted PBX is provisioned for. Each extension is allocated with an Australian service number, and 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 hosted PBX can make/receive at one time. Internal calls between extensions do not count towards the number of Concurrent Calls. Only calls to external numbers count for Concurrent Calls.

Standard Hosted PBX: This is where every extension has the ability to make/receive a call, therefore the number of concurrent calls equals the number of extensions.

Non-Standard Hosted PBX: This is where the number of concurrent calls is not equal to the number of extensions, and the number of concurrent calls that the phone system can make must be separately purchased.

On a standard BuroX hosted PBX solution your monthly recurring charge is the cost per Hosted extension type, times the number of Hosted Extensions. Charges for the three extension types are shown below:

Monthly Recurring Charge per Hosted Standard Extension (Every extension includes the ability to concurrently make or receive a single call)	
Standard PAYG Extension (DID) + PAYG Calls	\$ 10.50
Standard Unlimited Extension (DID) – Includes unlimited local, national and mobile calls (13/1300 calls not included)	\$ 21.50
Standard Unlimited Premium Extension (DID) – Includes unlimited local, national, mobile and 13/1300 calls	\$ 27.50

On a non-standard BuroX hosted PBX solution your monthly recurring charge is the cost per Hosted extension type, times the number of Hosted Extensions, along with the number of concurrent calls at the concurrent call monthly charge. Charges for the three non-standard extension types are shown below:

Monthly Recurring Charge per Hosted Non-Standard Extension (The maximum number of concurrent calls the telephone system can process is limited to the number purchased)		
Step 1: Select the number of extensions you need	Non-standard Extension (DID)	\$ 8.50
Step 2: Select the number of concurrent calls you need, and their call plan	Non-standard PAYG Concurrent Call Plan – All calls are PAYG	\$ 2.00
	Non-standard Unlimited Concurrent Call Plan – Includes unlimited local, national and mobile calls (13/1300 calls not included)	\$ 19.50
	Non-standard Unlimited Premium Concurrent Call Plan (DID) – Includes unlimited local, national, mobile and 13/1300 calls	\$ 25.00

EARLY TERMINATION

There are no early termination charges as all Hosted extensions are on a month-to-month basis.

WHAT'S INCLUDED

The minimum Service Monthly Charge gives you:

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

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

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FAIR USE POLICY	BuroX hosted PBX Extension 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 linesharing devices are allowed to be installed. 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.																				
CONFIGURATION FEE	<table border="1" data-bbox="427 533 1519 698"> <thead> <tr> <th colspan="2">Setup Charges</th> </tr> </thead> <tbody> <tr> <td>Standard Setup</td> <td>\$25 per extension (up to a maximum of \$500)</td> </tr> <tr> <td>PBX Training</td> <td>\$200 per hour</td> </tr> </tbody> </table> <p>Note this does not include any site specific work, e.g. new building wiring, which is an extra cost. Shipping is not included and will depend upon the number of components.</p>	Setup Charges		Standard Setup	\$25 per extension (up to a maximum of \$500)	PBX Training	\$200 per hour														
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HANDSET INFORMATION	<p>This service was specifically developed and tested to be used with Yealink handsets. Different models and brands may not operate as expected. Buroserv cannot support devices acquired from a third-party.</p> <p>Please contact our sales department so we can assist you in choosing handsets suitable for your requirements. Handsets costs are additional to the Service Monthly Charge.</p> <p>For details on approved Yealink models please refer to the BuroX hosted PBX Product Sheet.</p>																				
TRACKING YOUR SPEND	<p>You can track your spend via Buroserv's Self Care portal portal.selcomm.com/buroserv/SelfCare. Please call 1300 129 582 for your login details.</p>																				
BILLING	<p>We will bill you in advance for the Monthly Access Charge 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.</p>																				

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: customercare@buroserv.com.au
Website: 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
Website: 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.