

CRITICAL INFORMATION SUMMARY

BUSINESS HOSTED EXTENSION

INFORMATION ABOUT THE SERVICES

Buroserv business hosted extension is a service which provides 2-4 telephone extensions from a cloud-based PBX system hosted in the Buroserv network. Each extension comes with a full range of features without the need to maintain a PBX system on your premises. The system can support up to four concurrent calls which can be all inbound, all outbound or any mix thereof.

Each extension includes a soft-phone client which operates on mobile phones and laptop/desktop computers, so no handset is required to use the service. However, a Buroserv business hosted extension plan is available that includes a handset. Headsets are available at additional cost if desired. Each call-plan includes an Australian phone number, and you can retain your existing numbers (which we will port to Buroserv), or new Australian numbers can be assigned.

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/>

Available terms are 12, 24 and 36 months. The contract term will automatically renew for a further 12 months on the anniversary of the contract start date unless you advise us with 30 days-notice that you wish to terminate the services. We will endeavour to provide you with notice of the renewal date prior to that date.

All Buroserv business hosted extensions include unlimited local, national, mobile and 13/1300 calls. There are two business hosted extension options, one with a Soft-Phone only, and one with the Soft-Phone and a handset. **Please note all prices are inclusive of GST.**

Definitions

Hosted Extension with a SoftPhone: Each Hosted Extension has an Australian telephone number you can retain your existing numbers (which we will port to Buroserv), or new Australian numbers can be assigned. It has no physical handset and includes a supplied Soft-Phone client which runs on a mobile phone or laptop/desktop PC to deliver a typical handset functionality.

Hosted Extension with a SoftPhone and Handset: Each Hosted Extension has an Australian telephone number you can retain your existing numbers (which we will port to Buroserv), or new Australian numbers can be assigned. It includes a Yealink T31P physical handset plus a supplied Soft-Phone client which runs on a mobile phone or laptop/desktop PC to deliver a typical handset functionality.

For example, a system with 4x Hosted Extension with a SoftPhone and Handset would be charged at 4 * the monthly charge for a Hosted Extension with a SoftPhone and Handset.

SERVICE MONTHLY CHARGE

| Monthly Recurring Charge per Business Hosted Extension | | Minimum Monthly Charge |
|---|---------------------|------------------------|
| Hosted Extension with a SoftPhone, per extension, minimum 2 extensions. – Includes unlimited local, national, mobile and 13/1300 calls | \$ 55 per extension | \$ 110 |
| Hosted Extension with a SoftPhone and Handset per extension, minimum 2 extensions. – Includes unlimited local, national, mobile 13/1300 calls | \$ 66 per extension | \$ 132 |
| International Calls: Access www.buroserv.com.au/important-documents for international tariffs | | |

| Minimum Charge | Hosted Extension with a SoftPhone, per extension, minimum 2 extensions. |
|----------------|---|
| 12 Months Plan | \$ 1,320 |

EARLY TERMINATION

If a Buroserv business hosted extension is cancelled before the end of the term, the early termination payment shall be comprised of:

| Early Termination Charges per Business Hosted Extension | |
|---|----------------------------------|
| Hosted Extension with a SoftPhone | \$ 35 times the remaining months |
| Hosted Extension with a SoftPhone and Handset | \$ 45 times the remaining months |

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|-----------------------------------|--|------------------------------------|------------------------------|--------------|-------------|----------------------|--------|--------------------|---------------|-------------|----------------------|-----------|-----------|----------------------|------------------|------------------------------------|--------|-----------|--------------|-----------|---------------|----------------|------------|----------------|-----------------|------------------|-----------------------|--------------|
| <p>WHAT'S INCLUDED</p> | <p>The Service Monthly Charge gives you:</p> <ul style="list-style-type: none"> • The number of business hosted extensions selected • Unlimited calls to Local, National, Mobile and 13/1300 numbers • All basic features, including as below: <table border="1" data-bbox="422 448 1511 907"> <tr> <td>Call Forwarding</td> <td>Soft Phone (Android and IOS)</td> <td>Call parking</td> </tr> <tr> <td>Hunt groups</td> <td>Custom music on hold</td> <td>Paging</td> </tr> <tr> <td>Sequential ringing</td> <td>Click to Dial</td> <td>Call pickup</td> </tr> <tr> <td>Simultaneous ringing</td> <td>Live Chat</td> <td>Voicemail</td> </tr> <tr> <td>Auto Attendant / IVR</td> <td>BLF Key function</td> <td>Conference room / Teleconferencing</td> </tr> <tr> <td>Queues</td> <td>Call hold</td> <td>Call Barring</td> </tr> <tr> <td>Phonebook</td> <td>Call transfer</td> <td>Call Screening</td> </tr> <tr> <td>Video Call</td> <td>Do not disturb</td> <td>Voice recording</td> </tr> <tr> <td>Video Conference</td> <td>3-way conference call</td> <td>Call waiting</td> </tr> </table> | Call Forwarding | Soft Phone (Android and IOS) | Call parking | Hunt groups | Custom music on hold | Paging | Sequential ringing | Click to Dial | Call pickup | Simultaneous ringing | Live Chat | Voicemail | Auto Attendant / IVR | BLF Key function | Conference room / Teleconferencing | Queues | Call hold | Call Barring | Phonebook | Call transfer | Call Screening | Video Call | Do not disturb | Voice recording | Video Conference | 3-way conference call | Call waiting |
| Call Forwarding | Soft Phone (Android and IOS) | Call parking | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hunt groups | Custom music on hold | Paging | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sequential ringing | Click to Dial | Call pickup | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Simultaneous ringing | Live Chat | Voicemail | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Auto Attendant / IVR | BLF Key function | Conference room / Teleconferencing | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Queues | Call hold | Call Barring | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Phonebook | Call transfer | Call Screening | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Video Call | Do not disturb | Voice recording | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Video Conference | 3-way conference call | Call waiting | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>FAIR USE POLICY</p> | <p>Buroserv business hosted 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. Please refer to the Important Documents link provided.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>RESTRICTIONS</p> | <p>To assist you to protect your account from fraudulent use, calls to international destinations are blocked. These may be unblocked at your request.</p> <p>Priority Assistance is not available on this product, this product is not a standard telephone service for Customer Service Guarantee purposes.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>CONFIGURATION FEE</p> | <p>There are not setup or configuration charges applicable to this product.</p> <p>Please note that if the Hosted Extension with a SoftPhone and Handset plan is selected, then the \$0 setup and configuration does not include any work that requires a visit to your site, e.g. new building wiring, handset installation, which is an extra cost. Hardware shipping costs are included.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>HANDSET INFORMATION</p> | <p>This service was specifically developed and tested to be a high mobility solution, with full functionality available through the included Soft-Phone client which runs on mobile devices or a laptop/desktop computer.</p> <p>The Hosted Extension with a SoftPhone and Handset includes a handset. Additional handsets and headsets are available at an additional cost, please contact our sales team for pricing and model options. Buroserv cannot support devices acquired from a third-party.</p> <p>For details on the functionality of any BYO handsets with this product, please contact our sales department.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>BILLING</p> | <p>We will bill you in advance for the Buroserv business hosted extension plans from the day the service becomes active. Our billing period starts on the 1st of every month, and prorated charges may apply.</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: customer@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.