

CRITICAL INFORMATION SUMMARY

BUSINESS PHONE BUNDLE

INFORMATION ABOUT THE SERVICES

Buroserv Business Phone Bundle provides hosted telephone extensions from 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. Each extension includes an Australian phone number, or you can retain your existing numbers which we will port to Buroserv. Each bundle also includes a dedicated SIP trunk to make and receive a single telephone call, a handset and unlimited local, national, mobile and 13/1300 calls. It provides a high reliability solution at a cost-effective price. Each Business Phone Bundle includes an Australian phone number

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

Each Buroserv Business Phone Bundle includes:

- An Australian phone number (or BYO existing number(s), and we will port to Buroserv).
- A Yealink T31P telephone handset.
- Unlimited local, national, mobile and 13/1300 calls.
- A dedicated SIP trunk able to make and receive a single telephone call.
- **The number of simultaneous calls your phone system can support is equal to the number of Business Phone Bundles you select.** If you order 4 * Business Phone Bundles, then your system will be able to make or receive 4 simultaneous calls which can be all inbound, all outbound or any mix thereof.

Each Buroserv Business Phone Bundle is charged at the below rate. There is no minimum or maximum number of bundles, and your monthly recurring charge is the cost per Business Phone Bundle, times the number of Business Phone Bundles selected. **All charges are inclusive of GST.**

If you order 6 * Buroserv Business Phone Bundles, then your monthly charge will be 6 * the monthly charge per bundle.

Monthly Recurring Charges	
Business Phone Bundle	\$ 19.99

Minimum Charge	1x Buroserv Business Phone Bundle
1 Month	\$ 19.99

EARLY TERMINATION

There is no early termination payment for cancelling a Buroserv Business Phone Bundle, however if the service is cancelled within the first 12-months then there is a handset payout charge as indicated below.

Handset Payout Charge
Number of handsets x \$10 x remaining months until first service anniversary

WHAT'S INCLUDED

The minimum Service Monthly Charge per Business Phone Bundle gives you:

- An Australian phone number
- A dedicated SIP trunk able to make and receive a single telephone calls
- A Yealink T31P telephone handset
- Unlimited local, national, mobile and 13/1300 calls.
- All basic PBX features including:

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

CRITICAL INFORMATION SUMMARY

BUSINESS PHONE BUNDLE

FAIR USE POLICY	Buroserv Business Phone Bundles 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.
RESTRICTIONS	To help protect your account, calls to international destinations are blocked. These may be unblocked at your request, and rates for international calls can be found at: www.buroserv.com.au/important-documents for international tariffs Priority Assistance is not available on this product, this product is not a standard telephone service for Customer Service Guarantee purposes.
CONFIGURATION FEE	There are not setup or configuration charges applicable to this product. Handsets require self-installation and will auto-provision once connected to the internet. If you require Buroserv attend your site to physically connect the handsets or conduct any site-specific work (ie new building wiring), then this is an additional charge, and we can quote for such work. Hardware shipping is included.
HANDSET INFORMATION	This service was specifically developed and tested to be used with the Yealink T31P handset. Other handsets and headsets are available at additional cost, please contact our sales department so we can assist you in choosing handsets suitable for your requirements. Different models and brands may not operate as expected, and Buroserv cannot support devices acquired from a third-party.
TRACKING YOUR SPEND	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
BILLING	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.

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.*