

# CRITICAL INFORMATION SUMMARY

## AXECOM BIZ PHONE 39 & 49 PLANS

Information about the Axecom Biz Phone 39 & 49 Plan

### SERVICE DESCRIPTION

The Axecom Biz Phone plan provides your business with an Office Phone system via the cloud. The service delivered via your Internet connection, sometimes referred to as Hosted PBX via the IP Telephony.

### HARDWARE

You will be supplied with a IP handset which remains property of Axecom. If you cancel your service hardware must be returned within 30 days otherwise fees apply. If you wish to purchase the handset outright after 24 months a charge of \$100 will apply.

### INSTALLATION REQUIREMENTS

An internet/broadband service with a minimum of 100/100 Kbps per concurrent call is required for an Axecom Biz Phone service. You can utilize an existing Internet connection or request a new one from Axecom. Applicable internet rates apply.

You are required to install the handset(s) supplied as a part of your Axecom Biz Phone service, including any associated cabling, configuration of your network and any routers and/or switches within your network to allow the Axecom Biz Phone service to work. Axecom Assist Install is available at an additional charge, for more information please speak to your Axecom representative or call Customer Service on 1300 81 67 67

### BIZ PHONE DETAILS

Your Axecom Biz Phone service allows you to make and receive phone calls.

Your Monthly Access Fee includes an IP enabled handset rental:

- 2 incoming calls ( 2 lines)
- All the Biz Phones PBX features.
- Standard local and national calls
- Calls to Mobile can be bolted on for a nominal fee\*

13/1300.and other non standard calls and any other equipment or services required to operate your Biz Phone are charged in addition to your Monthly Access Fee or any Bolt On available.

Note: Axecom Biz Phone service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service.



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## INFORMATION ABOUT PRICING

PLAN NAME	MONTHLY INCLUDED	MONTHLY CHARGES	TOTAL MINIMUM COST
Axecom Biz Phone 39	IP Phone – T42G or W56P, Local calls, National calls Included	\$39.95 Per User	24 Months \$1048.80
Axecom Biz Phone 49	IP Phone T46G. Local calls National calls Included	\$49.95 Per User	24 Months \$1288.80

## HANDSETS & PLANS ESSENTIALS

Minimum Contract Term 24 months

Total Minimum Cost

Prices exclude your Internet service charges and any optional hardware purchased.

## EARLY TERMINATION CHARGE

If you cancel the service within a 24-month contract term, Early Termination Fees (ETF) will apply per handset. ETF is calculated as \$280.00 per Axecom Biz Phone Plan. If the handset is not returned within 30 days of cancellation a handset non-return fee of \$150.00 will be charged.

## CALL RATES

The table below shows standard call rates for the Axecom Biz Phone – Essentials plan. Timed calls are billed in 30-second increments

## STANDARD CALL TYPE CALL RATES

Local calls	unlimited
National Calls	unlimited
Calls to mobiles	38c per min
Calls to 13/1300 numbers	42c per min
Once Off Connection Fee	\$90.00
Bolt On Unlimited Calls to Mobiles	\$19.95 per user
BIZ PHONE plan not available for high volume tele-marketing purposes.	



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## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at the time of printing. All pricing is inclusive of GST.

This information is a summary only. Please visit [www.axecom.com.au/standardformofagreement](http://www.axecom.com.au/standardformofagreement) for our Standard Form of Agreement, Fair Use and Acceptable Use Policy, which set out terms and conditions on which we provide our products and services.

### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website <http://axecom.com.au/billing-and-payment-method.html> or contact Customer Service.

### NON- DIRECT DEBIT FEE

A \$4.95 fee will be charged each month if you choose not to pay our service by direct debit. To set up direct debit please call our staff on 1300 81 67 67

### PAPER INVOICE FEE

A \$4.95 paper invoice fee will be charged monthly if you choose to receive a paper bill

### LATE PAYMENT FEE

A \$19.95 fee will be charged in the event the account is not paid by the due date.

## CONTACT US

At Axecom we are committed to a highest standard of customer care. If you have any queries or problems please contact us by way of the one of the options below:

Phone: 1300 81 67 67

Email: [customercare@axecom.com.au](mailto:customercare@axecom.com.au)

Online: [www.axecom.com.au](http://www.axecom.com.au)

Postal: PO Box 1326 St.Kilda VIC 3182

Office Hours: 8am-6pm AEST Monday-Friday

If for some reason you are not happy with the service received regarding your complaint please inform us of your issues. You can access our internal dispute process through our customer care contact points above and a summary of our complaint handling process is at : [www.axecom.com.au/complaints](http://www.axecom.com.au/complaints)

If you are still not satisfied with the steps taken to resolve your complaint you can see assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will investigate complaints If you have already attempted to resolve your issue with Axecom. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 06 058

**AXECOM: EMBRACE THE FUTURE NOW!**

