

CRITICAL INFORMATION SUMMARY

Managed Virtual PBX

This Critical Information Summary covers the most important information about your plan. It includes details about call rates, inclusions, exclusions, important conditions as well as other useful information.

INFORMATION ABOUT THE SERVICE

FaktorTel Managed Virtual PBX is a Voice over Internet Protocol (VoIP) phone system supplied over your Internet service. This is a Pre-Paid service with 12 Month or 1 Month Term options. Please refer to the Minimum Contract Term section (over-leaf) for specific details of Minimum Total Cost and Early Termination Fees. Acceptable use policy applies. Not suitable for call centres

WHAT'S INCLUDED

- FaktorTel Managed Virtual PBX includes the following:
- Unlimited standard local, national and mobile calls[^]
 - Access to PBX features including ring groups, voicemail-to-email, and call transferring
 - Line, IVR and Queue inclusions based on the total PBX user count (details in table below)
 - Access to the Soft Phone application
 - 2 FaktorTel Direct in Dial Telephone Numbers (which cannot be ported from another provider)
 - Online account management portal
 - Post-sales support via Email

WHAT'S EXCLUDED

- FaktorTel Managed Virtual PBX does not include hardware. You must provide and configure your own SIP compatible hardware to use the service.
- Calls to specialty numbers or analogue data services (e.g. 19/1900, fax, EFTPOS etc)
- Post-sales support via Telephone
- Due to the nature and pricing structure of the service, we may not be able to offer FaktorTel Managed Virtual PBX to customers who do not agree to waive the Customer Service Guarantee (CSG).

CONFIGURATION INCLUSIONS

Users	2-6	7-9	10-19	20-29	30-39	40-49	50+	
Lines	2	3	5	10	15	20	25	
IVRs	1	1	2	3	4	5	6	Additional available at \$4.95/month each
Queues	2	2	3	4	5	6	7	Additional available at \$4.95/month each

IMPORTANT REQUIREMENTS

To purchase and receive FaktorTel Managed Virtual PBX you will require the following:

- A valid Australian Business Number (ABN)
- An Australian Credit Card – at this time Credit Card is the only form of payment we accept.
- A high-speed broadband Internet connection. We do not recommend 'wireless broadband' services which are delivered over cellular networks (eg: 4G) as they may be unreliable.
- VoIP Compatible hardware such as an Internet phone adapter (e.g. Cisco SPA112) or handset (e.g. Yealink T42S)

IMPORTANT CONDITIONS AND LIMITATIONS

This service may not be available to make emergency calls (Triple Zero, '000' calls). While every effort is made to ensure that emergency calls are connected, you should ensure you have access to a landline or mobile telephone service to dial Triple Zero in emergencies.

This service may not provide accurate location data to emergency call operators. FaktorTel Managed Virtual PBX can be accessed from anywhere with an Internet connection and as such may be used at addresses which are different to the address registered with the IPND Number Database. Emergency services rely on the IPND to obtain location information. We will make every effort to ensure the IPND database is kept up to date with the most recent address you provide to us.

For security reasons, FaktorTel by default only allows calls to the most popular international destinations. Calling to other international destinations can be enabled on request. We do not charge to enable calling to non-standard international destinations.

While some calls are untimed for billing purposes, for security reasons all calls have a 2 hour connection limit and will automatically disconnect after 2 hours.

This service excludes support over the telephone. All support for FaktorTel Managed Virtual PBX is via email.

INFORMATION ABOUT PRICING & BILLING

MINIMUM CONTRACT TERM

FaktorTel Managed Virtual PBX is available on either a 1 Month or 12 Month contract term option. Early Termination Fees (ETF) apply if the service is cancelled prior to the contract completion, with ETF being equal to the number of remaining months of the contract agreement multiplied by the minimum monthly cost.

1 Month Term: Minimum total cost is **\$169.00** (including \$99 setup)
ETF does not apply with 1 Month Term option.

12 Month Term: Minimum total cost is **\$840.00**
Maximum ETF of \$840.00 may apply with 12 Month Term option.

Pricing does not include charges for any hardware, number porting or hosting beyond those included with this plan, or any other services you may opt into for use with this service.

Additional User charges have the same contract term as the base Managed Virtual PBX plan selected.

THIS IS A PREPAID SERVICE

FaktorTel Managed Virtual PBX is a prepaid service and you are responsible for ensuring you have sufficient credit to place a call. You are able to top up further amounts via our customer portal. Amounts you top-up above your monthly payment will roll over from month to month.

AUTOMATIC TOP-UP & MONTHLY PAYMENTS

We offer an automatic top-up service which helps you ensure that you always have sufficient call credit to make calls. We are able to send you a warning when your account balance is getting low and then direct-debit your credit card a set amount once your account balance reaches an agreed top-up threshold. The monthly pre-paid amount will be automatically debited at the start of each month, unless you cancel the service.

NUMBER PORTING

FaktorTel accepts telephone numbers ported from other providers however this will incur a one-time porting fee and an extra monthly fee to use the ported number with your FaktorTel Managed Virtual PBX service. Please request number porting through our customer portal, or email porting@faktortel.com.au to lodge a ticket regarding number porting.

OTHER INFORMATION

USAGE INFORMATION & BILLING HISTORY

You can access the FaktorTel online portal at any time at <https://portal.faktortel.com.au> to verify charges made against your call credit, including current and previous periods.

ACCOUNT MANAGEMENT

You are able to manage your FaktorTel account via our online portal at <https://portal.faktortel.com.au>. From the portal you are able to review call history, top-up your account, set up the automatic top-up service as well as manage your billing address and billing details or lodge support tickets.

CONTACT US

The best way to get in touch with us is by email at either feedback@faktortel.com.au for generic enquiries, accounts@faktortel.com.au for billing enquiries, and support@faktortel.com.au for technical enquiries.

COMPLAINTS

If you have a complaint we encourage you to contact us via email at feedback@faktortel.com.au. We are committed to resolving complaints as quickly as possible. If you would like to review our complaints handling policy it is available at www.faktortel.com.au/feedback.

While we feel our internal complaints process is the best way to resolve issues, if we cannot resolve complaints to your satisfaction you are able to contact the Telecommunications Industry Ombudsman on 1800 062 058 or go to www.tio.com.au/about-us/contact-us.

PRICING SUMMARY

Minimum Monthly Cost (2 users)	\$70.00
Additional User Cost per Month	\$35.00
Standard National or Local Landline Call	Included [^]
Standard National Mobile Call	Included [^]
Cost of a 13/1300 Number Call	25¢ (untimed)
Setup Fee (1 Month Term)	\$99.00
Setup Fee (12 Month Term)	\$nil

For international call rates please visit:
portal.faktortel.com.au/internationalratecard.pdf

Exact monthly charges depend on usage, and no monthly charge maximum threshold applies.