CRITICAL INFORMATION SUMMARY
UnManaged Virtual PBX

PRICING SUMMARY   AMOUNT

	AMOUNT
Minimum Monthly Cost (2 users)	
UnManaged PBX (2 Users)	$20.00
BizVOIP - 2 Line Plan	$9.50
Total Minimal Monthly Cost	**$29.50**
Additional User Cost per Month	$10.00
Setup Fees (1 Month Term)	
UnManaged PBX	$54.00
BizVOIP - 2 Line Plan	$45.00
Total Setup Fee	**$99.00**
Setup Fees (12 Month Term)	
UnManaged PBX	$0.00
BizVOIP - 2 Line Plan	$0.00
Total Setup Fee	**$0.00**
Minimum Total Cost (1 Month Term)	$128.50 (including $99 setup)
Minimum Total Cost (12 Month Term)	$354.00
Maximum Monthly Charge	FaktorTel UnManaged Virtual PBX requires the use of a BizVOIP plan, and exact charges depend on the BizVOIP plan selection as well as usage. No monthly charge maximum threshold applied.
Maximum Cancellation Charge (1 Month Term)	$nil
Maximum Cancellation Charge (12 Month Term)	A Maximum Cancellation Charge of $354.00 may apply. Please refer to the Mimum Contract Term section for specific details.

This pricing summary assumes the use of FaktorTel BizVOIP - 2 Line Plan. All call charges as per the selected BizVOIP plan. Full plans and information available through the FaktorTel website.

INFORMATION ABOUT THE SERVICE

FaktorTel UnManaged Virtual PBX is a self-administered Voice over Internet Protocol (VoIP) phone system supplied over your Internet connection. A mandatory component of this service is that is must be bundled with a FaktorTel BizVOIP plan. Standard charges apply for the BizVOIP plan, and this will dictate your call rates and available lines for concurrent calls. Details of FaktorTel BizVOIP plans are available at www.faktortel.com.au/business-voip/. FaktorTel UnManaged Virtual PBX is a Pre-Paid service with 12 Month or 1 Month Term options.

WHAT'S INCLUDED

FaktorTel UnManaged Virtual PBX includes the following:
- Access to the PBX management portal
- Access to PBX features including ring groups, voicemail-to-email, and call transferring
- Access to the Soft Phone application
- Online account management portal
- Post-sales support via Email

WHAT'S EXCLUDED

PBX configuration and management.

FaktorTel UnManaged Virtual PBX does not include hardware. You must provide and configure your own SIP compatible hardware to use the service.

Post-sales support via Telephone.

Due to the nature and pricing structure of the service, we may not be able to offer FaktorTel UnManaged Virtual PBX to customers who do not agree to waive the Customer Service Guarantee (CSG).

CONFIGURATION INCLUSIONS

Users	2	5	10	20	Inclusion Calculation	Actual inclusions calculated per user
IVRs	1	1	3	5	*1 per 4 users*	Additional available at $4.95/month each
Queues	2	3	4	8	*1 Queue + 1 per 3 users*	Additional available at $4.95/month each

INFORMATION ABOUT PRICING & BILLING

MINIMUM CONTRACT TERM

FaktorTel UnManaged Virtual PBX is available on either a 1 Month or 12 Month contract term option. Cancellation Charges apply if the service is cancelled prior to the contract completion, with Cancellation Charge being equal to the number of remaining months of the contract agreement multiplied by the minimum monthly cost.

Pricing includes bundled FaktorTel BizVOIP - 2 Line Plan, and does not include charges for any hardware, or any other services you may opt into for use with this service.

Bundled BizVOIP plan and Additional User charges have the same contract term as the base UnManaged Virtual PBX plan selected.

THIS IS A PREPAID SERVICE

FaktorTel UnManaged 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 service. Please request number porting through our customer portal, or email porting@faktortel.com.au to lodge a ticket regarding number porting.

OTHER INFORMATION

IMPORTANT REQUIREMENTS

To purchase and receive FaktorTel UnManaged 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)
- This offer needs to be bundled with a FaktorTel BizVOIP plan

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 UnManaged 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 UnManaged Virtual PBX is via email.

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.