



# Critical Information Summary Hosted PBX Service Options

## Description of this service

Smart Business Voice provides Hosted PBX Extension Plans. In addition to these Plans, there is a variety of service options.

## Service Delivery Requirements

A minimum of one hosted phone number is required. Please see PBX Services Options Table on the next page.

## Contract Term

All Service Options are for a 12 month term.

## Emergency Services

These services do not guarantee uninterrupted access to 000 Emergency Services. Priority Assistance is not available on these services.

## Pricing Information

Billing occurs monthly on approximately the 15<sup>th</sup> of each month. Please see PBX Service Options outlined on the following page in the pricing table.

## Usage Information

Please email us at [info@sbvoice.com.au](mailto:info@sbvoice.com.au) if you want to obtain call and data usage information.

## Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge. The maximum amount payable is the full contract term (12 months) excluding call charges.

## Accessible Services

For accessible services please refer to the ACCAN's Disability Portal – Accessible Telecoms (<https://accan.org.au/our-work/195-home/disability-portal>).

## Enquires, feedback and complaints

We are committed to providing you with excellent customer service. Please contact us by calling 1300 798 717 or by sending an email to [info@sbvoice.com.au](mailto:info@sbvoice.com.au) if you have any questions, would like to give feedback or complain.

## Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>.

## More information

Please contact Smart Business Voice for further information or visit our website [sbvoice.com.au](http://sbvoice.com.au) for full Terms and Conditions.

This summary valid as of June 2020.



## PBX Service Options

Description	Monthly Cost (ex GST)
Hunt Group	\$ 5.00
Auto Attendant - Basic	\$ 13.30
Auto Attendant - Standard	\$ 20.80
Receptionist - Office	\$ 36.00
Receptionist - Small Business	\$ 66.00
Reception - Enterprise	\$ 100.00
Call Centre Agent	\$ 41.67
Call Centre Supervisor	\$ 66.67
Mobility License	\$ 5.50
Call Centre Basic License	\$ 10.00
Call Centre Standard License	\$ 20.00
Call Centre Premium License	\$ 40.00
Go Integrator Lite	\$ 4.00
Go Integrator DB	\$ 16.00
Go Operator	\$ 60.00
<b>Hosted Phone Number Range:</b>	
Single Number	\$ 2.50
10 Block Number Range	\$ 20.00
50 Block Number Range	\$ 35.00
100 Block Number Range	\$ 45.00

For more information on each service, please refer to our List of Services (available on our website)