

# Cloud Business Phone Unlimited

## Critical Information Summary

### Information about the service

#### Service description

The CommsChoice Cloud Business Phone Unlimited plan is a business digital telephone plan with purchased handsets. You will require an internet connection in order to use this service. This can be supplied by CommsChoice separately if required.

#### Hardware

You can purchase your approved handsets from CommsChoice. BYO hardware can be used but is not supported.

#### Key details

Your Cloud Business Phone plan allows you to make and receive phone calls. The plan includes unlimited local and national calls within Australia. Other calls and optional value added services and any other equipment are charged in addition to your Monthly Access Fee.

This service may not be suitable 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.

#### Standard installation requirements

An Internet service with a minimum of 100kbps/100kbps per concurrent call is required for a CommsChoice Cloud Business Phone Unlimited plan to work.

You are required to install any purchased hardware as part of your CommsChoice Cloud Business Phone Unlimited plan. This includes any associated cabling, configuration or your network and any routers and/or switches within your network to allow the Cloud Business Phone handsets to work.

Installation options can be arranged at an additional charge. For more information please speak to our customer service team on **1300 4 COMMS** (1300 42 66 67).

### Information about pricing

Cloud Business Phone Plan	Monthly Cost	Yealink Handset Inclusion
Unlimited 12 mth	\$35.00	None
Unlimited 36 mth	\$30.00	Yealink T53W or W60 Cordless
Unlimited 36 mth	\$35.00	Yealink T54W
Unlimited 36 mth	\$40.00	Yealink T57W

All rates are ex GST. Handset on 36 month term only. Fair Use Policy applies. Minimum 5 services for Unlimited Plans.

#### Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected or ported to another carrier within the contract terms. Unless otherwise specified, Early Termination Fees are as follows:

- Mobile & Mobile Broadband ETF is \$50 per service at any stage within the first 12 months + any outstanding hardware charges.
- Teams Calling, Hosted PBX, SIP, Voice and Video Conferencing, 13/1300/1800/0800, Business NBN, NBN TC2, Enterprise Ethernet, Business Fibre, Business Internet, SD-WAN, Managed Services, Bundled Services, Cloud Licencing ETF is the monthly access fee/s x months remaining in your agreement.
- For Plans with included PBX Hardware, The ETF is the monthly access fee X Months remaining in the agreement and all hardware should be returned to commschoice at the clients expense in a clean and useable condition within 10 business days of the cessation of the agreement. Unless otherwise specified, If the PBX handset is not returned, a \$99 PBX Handset non return fee will be payable in addition to the ETF.
- A \$99 hardware non return fee is payable in addition to the ETF in the event the agreement is cancelled prior to the completion of the term and the hardware is not returned in a clean and useable condition at the clients expense.

For full terms & conditions see the [CommsChoice MSA](#).

#### Call rates

Standard Call Type	Call Rate
Local calls	Unlimited *
National calls	Unlimited *
Calls to mobile	Unlimited*
Calls to 13/1300	33c per call

*This service has a Fair Use Policy and is not for Call Centres, Telemarketing, or other high use purposes. All rates are ex GST unless otherwise specified.*

#### Calls to international numbers

Calls to CommsChoice's international destinations are charged in 60 second increments. For all international call rates, see [commschoice.com](http://commschoice.com).

## Other Information

### Directory listing

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

### We are here to help

If you have any questions, just call us on **1300 4 COMMS** (1300 42 66 67) so we can serve you better. Or you can visit us at [www.commschoice.com](http://www.commschoice.com) for additional information, including to access information about your usage of the service.

### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.commschoice.com/policies](http://www.commschoice.com/policies) and clicking on 'Customer Complaints Handling Policy'. You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

### Spend management

A spend management tool is available to all CommsChoice customers free of charge via the member portal at: [www.commschoice.com](http://www.commschoice.com) > [My Account](#)

For instructions on how to access the member portal please just call us on **1300 4 COMMS** (1300 42 66 67) so we can serve you better.

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of January 2020