

# MANAGED PBX PLANS

## PBX2

## Critical Information Summary

### INFORMATION ABOUT THE SERVICE

#### THE SERVICE:

Yourhub Fully Managed PBX2 service provides business with office phone services that are delivered via your internet connection also known as IP telephony.

#### INSTALLATION REQUIREMENTS:

An internet service is required for Yourhub Managed PBX services with a minimum speed of 100/100kbps per concurrent call. Installation of handsets and required cabling is the responsibility of the customer and not included in your monthly service or setup fees.

#### HARDWARE:

Hardware is purchased separately and is not included in your monthly service fees. Should you require new handsets for your new Managed PBX service please contact Yourhub on 1300 762 568 for available product information and quotation.

#### MANDATORY COMPONENTS:

The Yourhub Managed PBX2 service will allow you to make and receive phone calls. Your monthly service fee includes 2 virtual phone lines, calls to other Yourhub services and has no limitations on the number of handsets.

Other calls, equipment and services are charged in addition to your monthly service fees. Please contact us for further information.

This service will not function in the event of a power failure however an automated diversion can be implemented to avoid such situations. Emergency services are available over the Yourhub PBX services.

#### MINIMUM TERM:

The service is available with a minimum term of 24 months.

### PRICING INFORMATION:

#### MINIMUM MONTHLY SERVICE FEE:

\$60.00 - charged at the start of each calendar month with one month in advance.

#### EARLY TERMINATION FEE:

An early termination fee is determined by 50% of the monthly service fee multiplied by the remaining number of months to end of contract is payable. A minimum of 30 days' notice is required for cancellation. Please contact us for further information.

#### STANDARD CHARGES:

Yourhub to Yourhub Calls: Unlimited  
 Local Calls - \$0.14c per call (untimed)  
 National Calls - \$0.14c per call (untimed)  
 Mobiles - \$0.27c per minute (No Flag Fall)  
 13/1300 Calls - \$0.50c per call

#### MAXIMUM MONTHLY CHARGE:

The maximum monthly charge is the same as the minimum monthly charge for each package.

#### ADDITIONAL SERVICES PRICELIST:

Service	Monthly Pricing	Notes
Additional Phone Line	\$27.00ea	-
Additional Phone Number	\$12.00ea	-
Number Porting	-	-
Class A number (Single)	\$110.00 per number	Once Off
Class C number (Grouped)	\$140.00 per number	Once Off
Messages On Hold	POA	

## **OTHER INFORMATION:**

### ***USAGE INFORMATION:***

You can monitor your usage and call details at [www.yourhub.com.au/custdata](http://www.yourhub.com.au/custdata) or by calling us on phone:1300 762 568.

### ***BILLING:***

Billing is done by calendar month so a pro-rata charge may apply to bring you into alignment with the billing period if commenced part way through the cycle along with one month in advance. On the same day each month you will be billed for the minimum monthly charge as well as any additional charges for add on services and the previous month's usage.

### ***ENQUIRIES, FEEDBACK AND COMPLAINTS:***

We are committed to providing you with excellent service. Please contact us by calling 1 300 762 568 or by sending an email to [support@yourhub.com.au](mailto:support@yourhub.com.au) if you have any questions, would like to give feedback or complain.

### ***TELECOMMUNICATIONS INDUSTRY OMBUDSMAN:***

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.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online:

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

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of March 2015.