

**Critical Information Summary**  
***anspired PBX Hosted PBX***

**Information About The Service**

*The service:*

The anspired PBX is a full-featured business phone system that delivers basic telephony and enterprise-grade features over the internet.

Choose from plans which allow you to make unlimited calls to local, national and mobile numbers in Australia. All users on an account must be on the same plan (either standard or unlimited). All unlimited plans are subject to our Acceptable Use policy.

*Minimum term:*

There is no minimum contract term, but termination and/or transfer charges apply if the service is cancelled within the first 12 months.

*Inclusions:*

All plans come with 1 DID, additional direct in dial numbers are \$2.20 per month

All plans come with full functionality of the Inspired PBX

*Exclusions:*

Call recording is excluded and is available at an additional cost as required

*Qualifications:*

You will require an internet connection capable of 100/100kbps throughput speeds per active call.

*Emergency Services:*

anspired PBX may not be appropriate if you require uninterrupted access to 000 or other emergency services. The service will not function in the event of a power failure. Priority Assistance is also not available on this service.

*Installation:*

As part of our quote we will provide a fixed price installation.

**Information About Pricing**

*Minimum monthly charge:*

Name	Minimum monthly charge*
Hosted PBX	\$15.00 per extension
Hosted PBX Unlimited	\$45.00 per extension

\*Minimum monthly charge is calculated based on 1 account with 1 user

*Early termination charges:*

If you cancel your service prior to the first 12 months you will incur early termination charges

Early termination charge	
Cancellation	\$25
Transfer/port away	\$75

*Standard call rates:*

Call type	Charge*	Unlimited**
Local/national call	\$0.09 per call	Free
Mobile call	\$0.16 per min	Free
1300/13 number	\$0.25 per call	\$0.25 per call
1800 number	free	Free

\*There are no set up or flagfall connection fees

\*\*Unlimited calls apply to local, national, and mobile calls only. All unlimited plans are subject to our Acceptable Use policy

*Changes:*

Changes to the PBX set up and routing for existing services may attract additional charges. Basic changes are completed at no additional charge (i.e. change an extension name)

*Porting/Transfer fees:*

The following number porting charges apply if you want to transfer existing phone numbers (regular landlines or VoIP) to anspired PBX

Classification*	Charge**
CAT A	\$33
CAT C	\$329

\*Classification / categorisation will be confirmed upon porting request.

\*\*Your existing service provider may charge additional transfer or port-away fees

**Other Information**

*Usage information:*

Billing information is available in your anspired PBX portal.

Please contact [support@anspired.com.au](mailto:support@anspired.com.au) if you need these details reset.

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 267 747 or by sending an email to [support@anspired.com.au](mailto:support@anspired.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: 1 800 062 058

Fax: 1 800 630 614

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

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