

# Hosted PBX & Business VoIP Extension

mVoice is proud to offer a range of data services supplied via our carrier partners

## Information About The Service

The PBX system can be ordered and configured via a web based user portal, eliminating the need for costly onsite visits by telephone technicians. Our friendly business support team will provide you with all the technical advice you require to self-install your IP Phones.

The system provides advanced PBX features on an as required basis. It resides in a secure data centre and delivers calls to users via their existing public Internet connection or an mVoice supplied dedicated WAN circuit.

There is no requirement to purchase the service bundled with another product or service. Although, purchasing supported IP Phone hardware from mVoice pre-tested and pre-configured to your extensions is far easier and simpler than sourcing separate components from multiple suppliers.

Monthly access fees for the Hosted PBX and extension services are billed in advance with additional usage (such as calls to destinations not included within a call plan) charged on a postpaid basis. Extension plans can be a mixture of plan types and there is no requirement that a customer order a Hosted PBX service with an extension plan.

A credit limit is applied at the account level to protect the customer from unauthorized or inappropriate use. To apply for an increase in credit limit you should contact our accounts department.

## Minimum Term

The minimum contract term is only 1 Month. You can cancel your Hosted PBX and add or delete extensions at any time as required.

If you rent your handsets from us the minimum rental term on your hardware is 24 months.

## What's Included

The mVoice Hosted PBX provides customers with a highly configurable virtual PBX system that can be configured to meet the most complex requirements.

Configuration changes can be made via an online portal and / or by lodgment of a written request for change (RFC). Changes made via the RFC route are usually completed at a small additional cost.

Customers can choose to sign up online and configure their Hosted PBX via an online interface or submit a request for custom configuration wherein a time based engineering charge applies. Under either scenario customers are granted access to pre-sales technical support services to assist them with their choice of PBX options and system design.

A set up fee of \$49 inc applies to all Hosted PBX applications, with custom system designs billed an additional service fee.

A single 1300 service number is included within the Hosted PBX monthly fee. This number can be selected from a list supplied by mVoice or randomly assigned.

## What's not included

The Hosted PBX includes your PBX functionality, extension level call plans are billed in addition to the Hosted PBX fee (see further detail below).

No outbound calls, other than calls made between mVoice internal extension numbers, are included within the Hosted PBX fee. Inbound calls delivered via the 1300 or a 1800 service are billed in addition to the Hosted PBX fee.

Calls diverted to an external PSTN number such as a landline or mobile numbers are charged in addition to the Hosted PBX fee at standard rates as if the call originated from a "Basic Extension" plan. A diversion to a six digit mVoice internal extension is free of charge, however if an inbound call originates from the customer's inbound 1300 or 1800 service a per minute call collection fee would apply in respect of the incoming leg of the call diversion.

mVoice extension plans include Basic, Standard and Corporate plans.

Included call plans, i.e. Standard and Corporate, are to be used with approved devices and are not to be connected to a PBX system or any other apparatus that would aggregate call traffic from more than one user or automate dialing in any way.

## Information About Pricing

### Your Minimum Monthly Charge

Your minimum commitment is based upon the service type and number of services you have added to your account. Access charges are detailed below:

	MINIMUM MONTHLY CHARGE	MAXIMUM MONTHLY CHARGE	TOTAL MINIMUM PRICE
<b>Hosted PBX</b>	\$25.00	\$25.00 + applicable call costs and optional features	\$49 set up + \$25.00
<b>Basic Extension</b>	\$9.95	\$9.95 + applicable call costs and optional features	\$9.95
<b>Standard Extension</b> (includes standard national calls)	\$19.95	\$19.95 + applicable call costs and optional features	\$19.95
<b>Corporate Extension</b> (includes standard national and standard AU mobile calls)	\$39.95	\$39.95 + applicable call costs and optional features	\$39.95

\* Excluded call charges may also apply. All charges include GST.

### Call Charges

	HOSTED PBX	BASIC PLAN	STANDARD PLAN	CORPORATE PLAN
<b>Local and National Landlines</b>	\$0.10 untimed	\$0.10 untimed	Standard Local and National Calls are included	Standard Local and National Calls are included
<b>Australian Mobile Networks</b>	/min with a \$0.14 connection fee			Standard Local and National Calls are included
<b>1300 inbound</b>	\$0.09 p/min			
<b>1800 inbound</b>	\$0.12 p/min			
<b>1300 outbound</b>	\$0.25 untimed			
<b>1800 outbound</b>	Free			

Time based call types are billed in increments of one minute. International call rates are outlined on the mVoice website.

A 2 minute call to an Australian Mobile from a Basic or Standard Plan would cost \$0.42, whereas this would be an included call on the Corporate Plan. Within the Corporate Plan, and assuming the plan was used solely for Standard National Mobile calls, the customer could make 300 calls of 2 minutes duration before there would be a risk of an alert being issued warning of the possibility of excessive use.

### No Early Termination Charges Apply

The mVoice Hosted PBX and associated extension plans are month-to-month services and therefore there are no early termination charges. The total minimum amount you will pay over the period of your plan term is a one (1) month connection at the rate applicable to your plan.

## Other Information

This information applies to call plans currently appearing on the mVoice website. The information contained herein does not apply to grandfathered plans or to plans not advertised on the mVoice website.

### Billing Information

Your current account balance including details of your past and present billings are available online at <https://www.mvoice.com.au/portal/login/LoginPage.html>

### Customer Service Contact Details

You can contact mVoice customer service via phone 1300 360089, email [sales@mvoice.com.au](mailto:sales@mvoice.com.au) or via the online enquiry form at <http://www.mvoice.com.au/contact-us/>

### Access your call records

You can access your call and data usage information by logging into your customer account.

### Complaint Escalation Process

If you are dissatisfied with the performance of a product or the customer service we provide and wish to escalate the matter further please see the Complaint Escalation Process.