

Service Description

The Smartcom cloud PBX (Service) is a fully managed, business-grade phone system with voice telephony

How it Works

The Service is located in a secure data centre and supplied over the internet service, either supplied by Smartcom or another provider. IP Handsets (or SoftPhones) connected to your Internet via a network router/switch are used to make and receive calls via the PSTN (Public Switched Telephone Network).

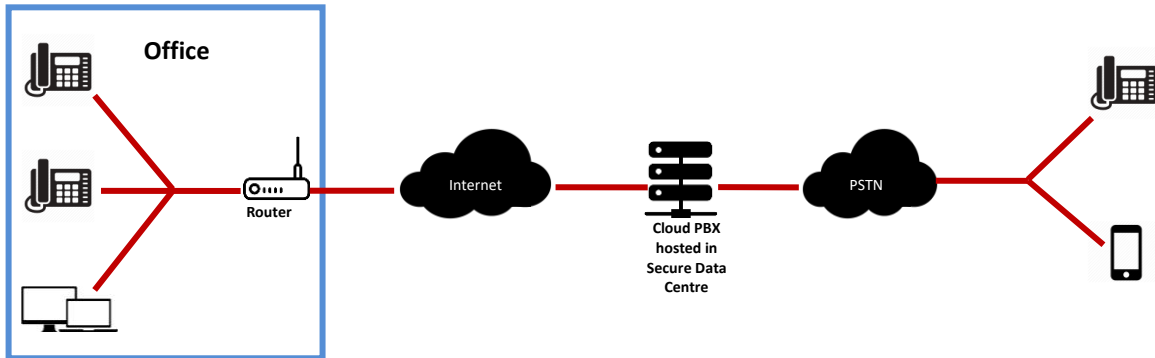


Figure 1: Smartcom Cloud PBX

Technical Requirements

Mandatory requirements include; 1) IP enabled handsets; 2) a network router; and 3) a suitable broadband (Internet) connection. For clarity, a fixed broadband service with a minimum of 100kbps of uncongested upstream and downstream bandwidth per phone extension is required for optimal quality.

IP Handsets require direct Ethernet cabling, in addition to a compliant, Power over Ethernet (PoE) network router/switch. (Note: if a PoE switch is not available, handsets will require a power-pack to source electricity). As an alternative, SoftPhones can be installed on Laptops/PC's with USB Headsets connected to desktops via USB ports. A configuration with a combination of IP Handsets and SoftPhones is also available.

Installation

Once phone devices (Handset and/or SoftPhones) are connected to your network, the Service is configured via remote provisioning by a skilled technician. (onsite technicians may be deployed for Enterprise sites)

Service Availability

The Service is available for business use Australia-wide - 24/7; and is also available outside Australia by your offices and subsidiaries upon written approval by Smartcom.

Only Smartcom approved devices will be connected to the Service. No other equipment or software is to be used, in particular any device that would aggregate call traffic from more than one user or automate dialling. Further, the Flat Rate Call Plan is not available for telemarketing, call centre functions or similar uses. A 'Fair Use' policy applies; Refer Cloud Services Terms & Conditions at; www.smartcombusiness.com/policies

Service Inclusions

There are three (3) Service types; 1) Handset Ready 2) Handset Rental & 3) Enterprise. The Handset Ready and Handset Rental services have the same features other than variations that are a result of the phones used. The difference being whether or not you choose to purchase IP Handsets up-front, or alternatively pay a monthly fee for IP Handsets. The Enterprise model has more extensive features and may also include some customisation; with IP Handsets purchased up-front, or as a monthly fee.

Core functions include;

- 1) PBX;
- 2) Single DID Number; and
- 3) VoIP Carriage with;
 - a. Fixed Monthly Call Plan
 - b. Usage Call Plan

Phones

IP Handsets, or alternatively, SoftPhones with USB Headsets are required to make and receive calls. Only Smartcom supplied IP Handsets and/or SoftPhones are authorised to be used with the Service. Likewise, only Smartcom supplied (or approved) Headsets are to be used with the Service.

The Service is available as the following configurations; 1) IP Handset only 2) SoftPhone & USB Headset only, or 3) a combination of IP Handset and SoftPhone & USB headsets.

The default Handset; or SoftPhone & USB Headset may vary from time to time as a result of a change of supplier, availability, discontinuation of models, incompatibility with customer ICT environments or the likes.

You may upgrade Handsets and/or USB Headsets as a single item, or alternatively across your business. Ask your Account Manager for a list of equipment, or alternatively at; www.smartcombusiness.com/shop.

Online Portal

You'll have access to our online portal, which can be accessed from any location on provision the internet is available. The portal will enable you to; review your account; make setting adjustments; manage extensions; and provision advanced call features. Call records & data usage can also be accessed.

Call Plan Inclusions & Exclusions

Fixed Monthly Call Plan

The Fixed Monthly Call Plan incorporates a Flat Monthly Fee per extension. The monthly fee includes 'Standard Calls', namely; 1) outbound calls to mobile phones, and 2) outbound calls to local & national landlines. 'Non-Standard Calls' are charged separately, namely, outbound calls to; 1) 13/1300 numbers 2) Call Directories and 3) international calls.

Usage Call Plan

The Usage Call Plan applies call rates to calls made.

Refer tables below for rates. Refer your Account Manager for international call rates.

Inbound calls originating from a customer's 13/1300 or 1800 number/s are not included in the Call Plans, and hence billed separately by the issuing service provider; either Smartcom or another provider.

Calls made between Smartcom internal extension numbers (on-net calls) are free of charge; including call diversions to the Smartcom Service. However, if an inbound call originates from a customer's inbound 13/1300/1800 number, a per minute call collection fee applies for the incoming leg of the call diversion.

Calls diverted to an external PSTN landline or mobile number are charged at 'Standard Rates'; as if the call originated from the Smartcom Service ie; a call diverted to a mobile phone will be charged at the standard mobile rate; or alternatively included in the Fixed Monthly Call Plan.

Sufficient phone lines are included in the Service; restricted by the number of lines the phones can support.

Service Upgrades

Software maintenance and firmware upgrades are automated and included in the Service.

Phone & Headset Warranties

Smartcom provides Handsets, SoftPhones and USB Headsets with manufacturer warranties. Some products also have additional replacement and extended warranties available at the point of purchase.

Service Exclusions

The Service does not include LAN items such as; PC's, laptops and routers. Likewise, your internet connection is not included in the Service. Smartcom can however, supply internet services upon application. Prices vary based on service type, size and location. A network router/switch is also not included.

Only Smartcom supplied telephony carriage is allowed. Further, the Service, does not support ISDN or analogue telephony, such as outbound fax. Nor does it support back-to-base alarms or any other phone line monitoring systems or the likes. In addition, the Service does not support Premium 19/1900 number calls.

Additional Products & Services

1300/1800 Numbers

National inbound 1300 & 1800 Numbers can be either ported from another carrier or new numbers can be purchased from Smartcom and configured to the Service. In this case, Smartcom, will assist in the process, and manage the porting fulfilment from the incumbent.

Professional Services

Non-Standard technical services and customisation may incur costs. As a time-based service, Smartcom will provide no-obligation quotes for authorisation prior to the commencement of any work quoted. These services are charged by time and material, with our professional services fee being; \$175 ex GST per hour.

New Users

New Users can be added to the Service with the purchase of monthly licensing (Monthly Service Fee) – with each extension requiring an IP Handset and/or SoftPhone with a USB Headset.

Hardware & Software

IP Handsets, SoftPhones, Headsets & accessories are available for purchase with monthly Service Plans. Separate, one-off purchases can also be made with your Account Manager at www.smartcombusiness.com/shop.

Agreement Term

As a business critical service, the Smartcom Cloud PBX is available as; 24 or 36 month contract terms. Agreements roll-over for a further 12 months at the end of each Agreement term; and on an annual basis.

Termination

30 days written notice is required to cancel the Service prior to the end of the Agreement term.

Maximum Termination Charges

At the end of the Agreement term, any unpaid fees or usage charges for the period prior to the termination date, and during the 30 day notice period are payable 7 days net once the invoice has been issued by Smartcom. Charges include; Monthly Service Fees, Fixed Monthly or Variable Call Charges, and Purchased Equipment Charges.

Termination prior to the completion of the Agreement term, requires payment of the minimum monthly fees for the remainder of the full Agreement including the 30 day notice period. Charges include the Monthly Service Fees and Purchased Equipment Charges. Payment is due 7 days net once the invoice has been issued by Smartcom.

Credit Limit

Smartcom may apply a credit limit to your account to protect against unauthorised use.

Price Model

The price Model has four (4) Service charges, payment options detailed in table 1;

Table 1: Price Model

Charge	Payment
Service Set-Up	In Advance
Minimum Monthly Service Fee	Monthly in Advance
Telephony A: Fixed Monthly Call Plan	Monthly in Advance
Telephony B: Usage Call Plan	Monthly in Arrears 7 Days Net
Purchased Equipment	Monthly in Advance Or Full Payment in Advance

Call Plans

Table 2 outlines the Fixed Monthly Call Plan.

Table 2: Fixed Monthly Call Plan

Call Plan	Monthly Fixed Call Rate	Internal Office & Inter-Office	Calls to Local & National Numbers	Calls to Australian Mobile Numbers	Calls to 13/1300 Numbers	Calls to International Numbers
Fixed Monthly Fee – per Extension	\$25.00	Included	Included	Included	30c per Call	from 4c p/min

All Prices ex GST.

Table 3 outlines the Usage Call Plan rates.

Table 3: Usage Call Plan

Call Type	Charge	Increments	Rate
Local	Per Call	n/a	10.5c
National	Per Call	n/a	10.5c
Mobile*	Per Minute	1 second	25c
1300 Number	Per Call	n/a	28c

*minimum 10c per call

Other Charges

In addition to the Service Fees and Call Plan charges in the tables above, charges in tables 4, 5 & 6 will apply if applicable. Your Smartcom representative will advise you accordingly.

Table 4: Number Charges

Item	Set-Up	Monthly Charges
SIP Trunks/Phone Lines	Included	Included
DID: Single Number DID ie; (02) XXXX XXXX	\$0	\$5
DID: 10x Number Range	\$0	\$15
DID: 100x DID Number Range	\$0	\$40
DID: Ported Individual Number (Cat A – Simple)	\$15	\$5
DID: Ported Individual Number (Cat C – Complex)	\$330	\$5
DID: Ported 100 Number Range (Cat C – Complex)	\$0	\$40
Emergency Return Fee	\$500	\$0
Port Rejection Fee	\$25	\$0

All Prices ex GST.

1300 & 1800 Numbers

National 1300 & 1800 inbound numbers can be used with the Cloud PBX. Tables 5 and 6 detail the associated charges.

Table 5: Inbound 1300 Number Fees

Item	Set-Up	Monthly Charges
1300 Number	\$75	\$35
1800 Number	\$75	\$35
1300 Number - Ported	\$75	\$35
1800 Number - Ported	\$75	\$35

All Prices ex GST.

Table 6: Inbound 1300 Number Call Rates

Item	Call Type	Charge	Increments	Call Rate
1300 Numbers	Calls from Landlines	Per Minute	6 seconds	9c
	Calls from Mobiles	Per Minute	6 seconds	28c
1800 Numbers	Calls from Landlines	Per Minute	6 seconds	9c
	Calls from Mobiles	Per Minute	6 seconds	28c

All Prices ex GST.

Minimum Costs

The Minimum Monthly Charge is based on; the Service Fee plus the Call Plan (and any Number Fees); and if applicable, the monthly charge for Equipment. Table 7 outlines the minimum monthly costs; as well as costs for the Agreement term costs of the Fixed Monthly Call Plan. Note: Softphone Configuration requires Smartcom approved USB Headsets.

Table 7: Minimum Costs - Fixed Monthly Call Plan

Fixed Monthly Call Plan	Set-Up Per Extension		Service Charge per Extn/Mth	Fixed Call Plan per Extn/Mth	Equipment Rental per Unit/Month		Monthly Minimum Cost per Extn/Mth		Agreement Term Minimum Cost per Extn/ Mth		Agreement Term Example 10 Extensions (includes Set-up)	
	Agreement Term				Agreement Term		Agreement Term		Agreement Term		Agreement Term	
	24	36			24	36	24	36	24	36	24	36
PBX w IP Handset Ready	\$55	\$0	\$14.95	\$25	\$0	\$0	\$39.95	\$39.95	\$958.80	\$1,438.20	\$10,138.00	\$14,382.00
PBX w SoftPhone	\$55	\$0	\$14.95	\$25	\$10.00	\$10.00	\$49.95	\$49.95	\$1,198.80	\$1,798.20	\$12,778.00	\$18,342.00
PBX w Standard IP Handset	\$55	\$0	\$14.95	\$25	\$10.00	\$10.00	\$49.95	\$49.95	\$1,198.80	\$1,798.20	\$12,778.00	\$18,342.00
Enterprise PBX	On Application											

*24 Mth Agreement: Minimum \$275 set-up fee

All Prices ex GST.

Table 8 outlines the minimum monthly costs; as well as costs for the Agreement term costs of the Usage Call Plan. Note: Softphone Configuration requires Smartcom approved USB Headsets.

Table 8: Minimum Costs - Usage Call Plan

Usage Call Plan	Set-Up Per Extension		Service Charge per Extn/Mth	Usage Call Plan per Extn/Mth	Equipment Rental per Unit/Month		Monthly Minimum Cost per Extn/Mth		Agreement Term Minimum Cost per Extn		Agreement Term Example 10 Extensions (includes Set-up, Excludes Calls)	
	Agreement Term				Agreement Term		Agreement Term		Agreement Term		Agreement Term	
	24	36			24	36	24	36	24	36	24	36
PBX w IP Handset Ready	\$55	\$0	\$14.95	Usage	\$0	\$0	\$14.95	\$14.95	\$358.80	\$538.20	\$4,138.00	\$5,382.00
PBX w SoftPhone	\$55	\$0	\$14.95	Usage	\$10.00	\$10.00	\$24.95	\$24.95	\$598.80	\$898.20	\$6,538.00	\$8,982.00
PBX w Standard IP Handset	\$55	\$0	\$14.95	Usage	\$10.00	\$10.00	\$24.95	\$24.95	\$598.80	\$898.20	\$6,538.00	\$8,982.00
Enterprise PBX	On Application											

*24 Mth Agreement: Minimum \$275 set-up fee

All Prices ex GST.

International Call Rates

Refer your Account Manager.

Invoices

Billing is per calendar month, with invoices raised at the end of each month. Invoices will be sent via email to your nominated email address.

Payment

Equipment

Equipment ie; Handsets, can be either purchase outright, or rented over the period of the Agreement. Smartcom accepts payment in advance via; Credit Card, Direct Debit, BPay or EFT across all Service plans.

Set-Up, Monthly Fees

Set-Up and Monthly Fees are payable 'in advance' via Credit Card, Direct Debit, BPay or EFT across all Service plans.

Telephony (calls & number fees)

Fixed Monthly Call Plan Fees are payable 'in advance'; and Usage Call Plan costs are payable in arrears, 7 Days Net via Credit Card, Direct Debit, BPay or EFT.

Customer Service Contact

Our support service desk is included in the Service, Monday to Friday 8.30am to 5pm AEST - excluding National Public holidays. Consideration of support services outside the above hours is upon application. Note: SLA (Service Level Agreement) obligations do not apply for Home Office use.

Phone: 1300 196 386

Email: support@smartcombusiness.com

Dispute Resolution Process

Smartcom strives to develop mutually rewarding relationships with our clients. Nonetheless, we understand that there may come a time when you are dissatisfied with a product of service, and in these instances we employ a Dispute Resolution Process – detailed in our terms and conditions. www.smartcombusiness.com/Policies_Complaint_Handling.

Contacting the TIO

In the event that you remain unsatisfied with the outcome of the Dispute Resolution Process between us, you may, as part of the Dispute Resolution Process, escalate your case to the Telecommunications Industry Ombudsmen (TIO) at www.tio.com.au, or Phone: 1800 062 058.

More Information

If you have more questions, please call us on 1300 196 386; or you may find the answer to your question at; www.smartcombusiness.com.