

Business Tel Voice Plans(3cx technology) Information

The below provides the relevant and quick information about Axecom's Business IP packaged voice solution. All users on an account must be on the same plan (either standard or unlimited)

Axecom's Business IP Voice solution includes a 3CX- Standard Licence, along with all the standard features and telephony requirements. 3CX standard licence includes the softphone, voice mail to email, web-meeting, conference ability and general standard phone system features.

Business IP Voice plans include unlimited calls- local national and calls to mobiles, however, a fair use policy applies that is designed to protect the quality and service of Axecom's network. Fair use policy details can be viewed at: axecom.com.au/support and clicking on the fair use policy link. Should it be determined that the hosted PBX service is being used in an inconsistent manner, Axecom has the right to suspend or disconnect your service. Should the fair usage policy be breached a warning notice will be sent to the customers registered email address.

Please note the following exclusions from the Voice IP plan cost including but not limited to: the cost to port numbers, cost of any IP phones, Enhanced features that may require additional licence & annual fees, additional DID numbers depending on the type of service, plus 13/1300 & International calls.

Hardware

In the event hardware is required Axecom can assist with several ways to ensure you have the latest in technology. We offer a range of telephone handsets for purchase that are not network locked. We do not provide support for hardware purchased from other vendors, and we cannot guarantee the operation and compatibility of phones not purchased through Axecom.

Charges and Billing

Pro-rata billing applies on the initial connection date to the end of the calendar month.

The maximum monthly plan charge associated with an IPI Voice plan will depend on the service plan you are subscribed too. Please note that if you wish to upgrade your license to a professional or enterprise license there are additional license fees which are applied on top of the plan prices below.

Voice IP Plan Name	Monthly charge inc.GST	Total Minimum cost inc.GST
Endless 2	\$109.95	\$4503.57
Endless 4	\$219.95	\$8463.57
Endless 8	\$329.95	\$12,423.57
Endless 16	\$545.55	\$20,343.57

Charges and Billing cont.

Enhanced Licence Fees

Selected Voice IP Plan	Enhanced Professional License Fee	Enhanced Enterprise License Fee
Endless 2	-	-
Endless 4	\$54.95/mth	\$87.95/mth
Endless 8	\$87.95/mth	\$109.95/mth
Endless 16	\$164.95/mth	\$197.95/mth

Amazon Web Services Fees

Selected Voice IP Plan	Amazon Web Services Fee
Endless 2 - Endless 4	\$49.95/mth
Endless 8 - Endless 16	\$79.95/mth

Contract Length & Early Termination

All of our Business IP Voice Plans have a minimum contract term of 36 months. If you require reduced terms please speak to your Axecom Representative.

Should you choose to cancel your service within the contract period an Early Termination Fee will apply. The fee is based on: Remaining months X Monthly Fee plan = Early Termination Fee payable to Axecom to release you from your contract and services associated with Axecom. 30 days notice must be provided if you wish to terminate your contract out the contract term.

Additional Charges

The table below outlines any additional charges that may be applicable with the installation and support of Axecom Business IP Tel Voice Plan.

Our service provisioning team will confirm in writing prior to installation or onsite support the additional charges required, should they be applicable to your service, before proceeding.

Additional charge description	Price inc.GST
3CX Set Up fee- facilitates the 3CX build	\$545.55
3CX System only deployment (charged per channel)	\$54.55
Port Cat-A (can take up to 30 days)	\$109.95
Port Cat-C (can take up to 90 days)	\$215.55
100 Number range (additional port cost per range)	\$109.95
13/1300 (per call fixed rate)	\$0.38c/call
International Calls (as per rate card)	\$POA

Key Details

- Direct Debit is compulsory for all Axecom Products
- This offer is only available to approved customers
- Services are provided under our Standard Form of Agreement as per terms - see our website www.axecom.com.au/support
- Early termination fees apply (see above)
- All number Porting fees are the clients responsibility- both approved and failed Ports.
- To qualify for this plan you must be the legal leasee of the business

Payment methods

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website <http://axecom.com.au/support>

To set up direct debit please call one of our friendly staff on 1300 81 67 67

Service suspension & non-payment

The table below outlines the fees associated with overdue invoices or non-payment of service. Should an invoice be overdue after the due date by 7 calendar days you will be charged an overdue invoice fee, and if your account is overdue by 30 calendar days your service could incur disruption and a fee for non-payment will be charged.

If you are experiencing financial difficulty and are unable to pay your bill on the due date please call our staff on 1300 81 67 67 to discuss your payment options.

Description	Price inc.GST
Overdue invoice charge	\$21.95

Additional Information

Information and pricing is correct at the time of publishing and may change. All pricing is inc.GST

The NBN Business Critical Information Summary only outlines the critical information for the services and should be read in conjunction with our Standard Form or Agreement and Service Schedule SLA. A complete set of terms and conditions can be found at www.axecom.com.au/support

Customer Service details



You can contact us
Monday-Friday 8am-6pm AEST on
1300 81 67 67



Support request can also be emailed to:
customercare@axecom.com.au

Complaint resolution

If you wish to make a complaint please contact us using the details published on our website www.axecom.com.au/support and clicking on the Complaints Process link. We take complaints very seriously and assure you that any matter you raise will be fully and carefully investigated. However, if you have exhausted all venues for resolving your complaint and are still not satisfied with the outcome you may seek further assistance from the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058