Critical Information Summary

Perth Systems Pty Ltd | ABN: 34 159 663 975

Utopia Voice - Cloud PBX – 2 Line PAYG—Month to Month Term

Information about the service:

What is the service?

Perth System's Utopia Voice Cloud PBX service is a cloud based full feature phone system allowing you to make and receive phone calls from a variety of devices and handsets whether your in the office, working from home or wherever you are in the world.

Where is it available?

This service is available anywhere where a high speed, stable internet connection is available.

Is the offer part of a bundle? **No**
Is the customer required to buy any goods as part of the offer? **No**
Does the offer have any minimum term of use? **No**

What is included?

The Utopia Voice Hosted PBX PAYG plan includes your cloud based phone system with great value call rates.

What is not included?

Your plan does not include calls to 13/1300 numbers, local/STD calls, mobiles, international calls and premium service numbers. Charges to these services will apply and are outlined below. This plan does not include any handsets, hardware or other equipment.

SIP Compatible VoIP Handset(s) Required

In order to use this service, you will require VoIP telephone handset(s) or software compatible with the SIP protocol. Perth Systems recommends using this service with handsets purchased from us to ensure you have a compatible and supported device. Alternatively, you may provide your own SIP compatible VoIP equipment or software.

Do I need to bundle anything with the service?

Bundling is not required or compulsory. You can opt to bundle your Utopia Broadband Internet Service, or any of our bolt on features like 4G backup, hardware, or business grade router options.

Qualifications:

To obtain a service from us you must agree to our business terms and conditions available on our website – www.perthsystems.com.au/terms-conditions.

Please note that this service may be suspended and/or cancelled if:

- You fail to pay your bill
- You are abusive to our staff
- You breach our terms and conditions or our fair use policy, available at perthsystems.com.au/legal

This service does not include a battery backup power supply for either NBN's equipment or any customer equipment. This means you will not be able to make calls during a power outage, including calls to emergency services.

If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact the device supplier or our sales staff for information about moving these services to the NBN.

Information about pricing

Charges for using this service:
The minimum monthly charge for this plan is $24.95 plus GST

Set-up fee:
There will be a once-off setup fee to initially configure the service and the handsets. This will be quoted on a case by case basis.

Equipment fee:

You may provide your own phone handset or purchase one from Perth Systems. Cost is dependent on the option(s) you select. Postage/delivery fees and onsite installation fees may apply.

Other hardware is available including switches and wireless access points.

Please contact our Sales Team for more information.

www.perthsystems.com.au

PERTH SYSTEMS PTY LTD
ACN: 159 663 975

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F: +61 (08) 6102 2530
E: support@perthsystems.com.au

Other possible costs:

If you bundle your enterprise ethernet service with other Perth Systems services or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on our other services, please see the relevant critical information summary and for details on bolt-on features, please speak to our staff.

Depending on the internet connection an/or number of handsets onsite, a dedicated internet connection or network may be required. Our sales staff will consult with you prior to signing up the service to check whether this will be the case.

Exit Fee / Early Termination Fee:

As services are month to month there are no exit fees or early termination charges. The total minimum amount you will pay is $24.95.

Call Rates

Call Rates	
Internal Calls	Free
Local & National Calls	$0.10 Untimed
Calls to 13 Numbers	$0.25 Untimed
Calls to AU Mobiles	$0.14 per Min Billed per second (Min Charge $0.01)
Inbound to 1300	$0.08 per Min Billed per second (Min Charge $0.01)
Inbound to 1800	$0.10 per Min Billed per second (Min Charge $0.01)
1345 "Back to Base" Alarm Calls	25c per call

International Calls:

You will be charged if you make calls to international numbers. International call rates will vary from time to time based on a number of factors. Please see our website for up-to-date international call rates.

Spend Management

We offer a range of measures to assist you control your call spend.

By default access to international numbers are blocked to prevent bill shock. You can request international number calling by contacting our support team on 08 6365 2074 once your service is active.

All Utopia Voice plans have a daily call spend warning. We recommend this is configured to alert you should your call cost exceed this value.

Current call costs can be viewed within your Utopia Voice call portal.

Other Information

Customer Service:

We have an all Australian-based team who can help you with any technical support, account, or sales questions. Just give us a call on 08 6365 2074, or lodge a fault via our online portal.

Complaints:

If you are not happy with your service, you can follow our dispute resolution process. For more details, see www.perthsystems.com.au/complaints-process

Ombudsman:

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

Perth Systems Pty Ltd

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