



Medium Hosted PBX

Critical Information Summary

Information about the Service:

The service:

Medium Hosted PBX is a hosted PBX solution that allows you to make VOIP phone calls to local, mobile, and international numbers using compatible SIP devices.

Accounts provided by MBIT are post-paid. Invoices are generated monthly and are billed on the 1st of each month.

All invoices are emailed in PDF format to the contact you provide on sign up and can be paid via Credit Card or Bank Deposit.

Minimum term:

There is no minimum term. The service is post-paid, billed monthly with no contract.

Inclusions:

- 10 lines
- 10,000 Extensions
- Inbound and Outbound Fax
- Conferencing
- No limitations on other PBX features
- 5 DID's included. A DID is a public telephone number such as (02) 4959 8670

Conditions

This service cannot be used to call 1900 numbers, 12 numbers.

International calling can be opened to select destinations on request.

A credit limit applies to all accounts. The credit limit can be adjusted on request.

Information about Pricing

Minimum monthly charge: \$55

Call rates:

Local & STD Calls	9.9 cents untimed
Mobile	19.8 cents per minute Charged per second, Minimum Charge 2c
13/1300	27.5 cents untimed
1800	Free
SMS	11c per SMS
International Numbers	Varies by destination. Please contact MBIT for the latest call rates

Phone Numbers

Regular Numbers	1300 Numbers	1800 Numbers
No setup fee	No setup fee	No setup fee
\$5.50 per month	\$16.50 per month	\$33.00 per month

Maximum monthly charge:

A credit limit applies to all accounts, which can be changed at any time by contacting MBIT. The credit limit, limits the amount you are charged in the event your account or SIP device is compromised.

Other Information

Enquires, feedback and complaints:

Please call us on 1300 241 899 during business hours, or send an email to support@mbit.com.au

Telecommunications Industry Ombudsman:

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>

More information

This is a summary only – The full features and terms for this service is available at:

<https://mbit.com.au/hpbx/features-and-terms/>