



Hosted VoIP Extension Plan

Critical Information Summary

Information about the Service:

The Service:

Hosted VoIP Extension Plans are 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 provided on sign up and can be paid via Credit Card or Bank Deposit.

Minimum Term:

All *Hosted VoIP Extension Plans* have a minimum term of 12 months, per contract.

The service is post-paid, billed monthly.

Should the service be cancelled prior to end of agreed term, an exit fee pertaining to remainder of term will apply.

Inclusions:

- Unlimited calls to Australian national and mobile DIDs
- 1x DID per Extension, provided by MBIT
- Inbound and Outbound Fax
- Inbound and Outbound SMS

Exclusions

This service does not allow for:

- SIP Trunks
- Call centres
- Auto dialers

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, as designated by MBIT. The credit limit may be adjusted on request.



Information about Pricing

All Pricing herein includes GST

Minimum monthly charge: \$33.00

Call rates:

Local & STD Calls Free

Mobile Free

13/1300 27.5 cents untimed

1800 Free

SMS 11cper SMS

International Numbers Varies by destination. Please contact MBIT for the latest call rates

Phone Numbers

Regular Numbers	1300 Numbers	1800 Numbers
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No setup fee	No setup fee	No setup fee
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\$5.50 per month	\$16.50 per month	\$33.00 per month
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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: 1800 062 058

Fax: 1800 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/>