

nothing else to pay



Digital Handset
with Noise Reduction



1 Line per Extension

Order New Number
or
Keep your Number

Fully PABX Featured

- Extension Hunt Group
- Call Queue
- Follow Me
- Call Forward
- Voicemail to eMail
- Conference Call
- Custom Music on Hold
- Call Parking
- Sequential Ringing
- Visible Extension Status

Calls Included

- Local
- National
- Mobile

CALLS Not Included:

- International
13,1300,1800

Proudly brought to you by

Aecom
aecomcomms.com

1300 481 717

info@aecomcomms.com

\$34.95

monthly per handset

Aecom Business Phone Bundle

Critical Information Summary



This summary may not reflect any discounts or promotions which may apply from time to time.

Business Phone Bundle provides hosted telephone extensions from a cloud-based PBX system hosted in the AECOM network. It comes with a full range of features without the need to maintain a PBX system on your premises. Each extension includes an Australian phone number, or you can retain your existing numbers which we will port to Aecom. Each bundle includes a dedicated SIP trunk to make and receive a single telephone call, an optional handset, and unlimited local, national, mobile calls, and calls to 13/1300, International will be charged at standard rate. The service requires internet connectivity, which can be provided by Aecom on request. The number of simultaneous calls your phone system can support is equal to the number of Business Phone Bundles you select. If you order 4 * Business Phone Bundles, then your system will be able to make or receive 4 simultaneous calls which can be all inbound, all outbound or any mix thereof.

	Business Phone Bundle (Handset Included)	Business Phone Bundle (Handset not Included)	
Monthly Access Fee	\$39.95	\$34.95	
Setup Fee + Training	\$299		
What’s Included?	An Australian service number, number porting, SIP trunk to make and receive a single call, per extension, unlimited local, national, calls to mobile and calls to 13/1300/1800 numbers (subject to fair Use Policy). If selected, a Yealink T31P handset. Basic PBX features including;		
	Hunt Group	Call Queue	Custom Music On Hold
	Call Forwarding	Follow Me	Sequential Ring
	Advanced Call Forwarding	Voicemail to Email	3-Way Conference Call
	Extension Status (BLF)	Simultaneous Ring	Call Parking
	Fax to Email	Call Hold	Conference Room
Minimum Cost Month to Month	\$39.95	\$34.95	
Cancellation	If you cancel the service, you must give us 5 days’ notice of cancellation. We will disconnect the service at the conclusion of the month in which the notice period expires and cease billing.		
Plan Change Charges	Plan Changes are not available for this service.		
Maximum Early Termination Charges	There is no Early Termination fee for cancelling AECOM Business Phone Bundle, however, if the service includes a handset, and it is cancelled within 12 months, there is a handset payout charge equal to the number of handsets x (12 months - number of months billed)		

Aecom Business Phone Bundle

Critical Information Summary



Information about the service

Service Availability

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what is available at your location. We will try to contact you if all your services cannot be connected.

Other Important Conditions

The service is provided under our Standard Form of Agreement _____

Hardware

If selected, we will provide you with a desktop handset that supports voice services. We recommend you consider additional security options to suit your network environment and business needs. As no service can provide a guaranteed 100% up time, we recommend that you maintain an alternate service as a backup, such as a mobile voice service. Buroserv has a number of alternate services available on request. If you are using your own handsets, please contact us to confirm that your handsets are supported.

Other Charges

This is a self-installed service, in addition to the monthly charge, you may pay the following connection, equipment, and installation charges:

- If you request us to install + training the service, we will charge you \$299.00 inc Gst if a technician visits your premises.
- Additional charges apply for non-standard installations such remote area installations. (Cabling not included)

* These charges will be billed on your invoice.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

Need help? We're here for you.

Contact us on 1300 481 717 for our support options.

Complaints

If there is something you're not happy with and you wish to make a complaint, call 1300 481 717. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you would like an independent investigation.

This is a summary only. The full legal terms for this plan are available at www.aecomcomms.com, which also contains other important documents which you should read.