

Hosted Extension-X

Critical Information Summary



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

Hosted Extension – X provides hosted telephone extensions from a cloud-based PBX system hosted in the Aecom Solutions 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 Solutions. Each bundle includes a dedicated SIP trunk to make and receive a single telephone call, an optional handset, **and unlimited local, national, mobile calls, 13/1300/1800 and calls to New Zealand, Hong Kong, India, UK, USA, China, Singapore, Indonesia, Vietnam and Malaysia.** The service requires internet connectivity, which can be provided by Aecom Solutions on request. The number of simultaneous calls your phone system can support is equal to the number of Hosted Extension you select. If you order 4 * Hosted Extensions, then your system will be able to make or receive 4 simultaneous calls which can be all inbound, all outbound or any mix thereof.

| | Hosted Extension – X (Handset Included) | Hosted Extension – X (Handset not Included) |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Monthly Access Fee | \$34.95 | \$24.95 |
| Setup Fee | \$0 | |
| What's Included? | An Australian service number, number porting, SIP trunk to make and receive a single call, per extension, unlimited local, national, mobile, 13/1300/1800 and calls to New Zealand, Hong Kong, India, UK, USA, China, Singapore, Indonesia, Vietnam and Malaysia (subject to fair Use Policy). If selected, a Yealink T53W handset. Basic PBX features including; | |
| | Hunt Group | Call Queue |
| | Call Forwarding | Follow Me |
| | Advanced Call Forwarding | Voicemail to Email |
| | Extension Status (BLF) | Simultaneous Ring |
| | Fax to Email | Call Hold |
| Minimum Cost Month to Month | \$34.95 | \$24.95 |
| 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 a Hosted Extension, 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 \$20 x remaining months until first service anniversary. | |

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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 [important-documents](#).

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. Aecom Solution 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 the service, we will charge you \$240 if a technician visits your premises.
- Additional charges apply for non-standard installations such remote area installations.

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.

Visit [contact-us](#) or call 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 841 717. 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 [/important-documents/](#), which also contains other important documents which you should read.