

# Hosted Extension – 3CX

## Critical Information Summary



Hosted Extension 3CX delivers hosted 3CX extensions, including a handset per extension, unlimited calls to local, national, mobile, and 13/1300/1800 numbers, and 10 selected International destinations. A minimum of 3 extensions must be purchased. A 14-day trial no cost trial is available.

This summary may not reflect any discounts or promotions which may apply from time to time. All prices are inclusive of GST.

3CX	
Monthly Access Fee Per Extension	\$39.95
Setup Fee	\$0
What's Included	3CX Extension, 1 x Yealink T53W handset, a Service Number, which can be either a ported number or a new number.
Minimum number of Extensions	3
Contract Term	12 Months
Minimum Cost 12 Month Term Per Extension	\$479.40
Standard National Fixed Calls	Included
Fixed to Mobile Calls	Included
Calls to 13/1300	Included
International calls	Includes calls to New Zealand - Hong Kong - India - UK - USA - China - Singapore - Indonesia - Vietnam - Malaysia. For other calls see International Call Rates /critical- information-summary/
Service Cancellation	If you cancel a service during a term contract, you must give us 30 days' notice of cancellation. At the conclusion of the 30 days' notice, we will disconnect the service, charge you any applicable Early Termination Charge and cease billing for that service. If you cancel a month-to-month contract, or after your term contract has expired, 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 can be done at any time, subject to minimum extensions. We will not charge you for a plan change. If you are reducing the number of extensions, then the Service Cancellation policy applies.
Maximum Early Termination Charge	Pricing of the service is based on the expectation that you will retain the service for the contracted term. If you cancel the service within the contracted term, we will bill you for any remaining period of the contract term.

## Information about the service

### Service Availability

Service is available to all areas, site addresses and customers, subject to terms and conditions. The service requires internet connectivity, which can be provided by Aecom Solutions on request.

The 12-month contract term automatically renews unless you advise us otherwise at least 30 days prior to the end date of the contract.

Each Extension has an Australian telephone number, you can retain your existing numbers (which we will port to Aecom Solutions), or new Australian numbers can be assigned. It includes a Yealink T53W physical handset plus a supplied Soft-Phone client which runs on a mobile phone or laptop/desktop PC to deliver a typical handset functionality.

### Other Important Conditions

The service is provided under our Standard Form of Agreement, and Fair Use Policy.

### Hardware

We will provide you with a desktop handset that supports voice services. You may require additional hardware such as switches or routers, these are not included in the service, but are available from Aecom solutions.

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.

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### PBX Features

Basic Features include (not all features are listed)

Call Forwarding	Soft Phone (Android and IOS)	Call parking
Hunt groups	Custom music on hold	Paging
Sequential ringing	Click to Dial	Call pickup
Simultaneous ringing	Live Chat	Voicemail
Auto Attendant / IVR	BLF Key function	Conference room / Teleconferencing
Queues	Call hold	Call Barring
Phonebook	Call transfer	Call Screening
Video Call	Do not disturb	Voice recording
Video Conference	3-way conference call	Call waiting

The number of concurrent calls that the system supports depends on the number of extensions purchased as detailed below. The system can support thousands of extensions, if your business requires more than 64 extensions please contact us for details:

Number of Concurrent Calls	Number of Extensions
4	3-8
8	9-16
16	17-32
24	23-48
32	49-64

### 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.

### Changing your Plan

You can change to another eligible plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC).

### 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.

call 1300 481 717 for our support options.

### Complaints

If there's 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](https://tio.com.au/about-us/contact-us) if you'd 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.