

Critical Information Summary



Cloud Hosted Telephony

	Basic	Standard	Premium	Elite
Minimum Monthly Charge	\$200	\$300	\$500	\$1000
Early Termination Charge	Remaining Service Term times Minimum Monthly Charge	Remaining Service Term times Minimum Monthly Charge	Remaining Service Term times Minimum Monthly Charge	Remaining Service Term times Minimum Monthly Charge
Minimum Term (Months)	12	12	12	12

Information about the service

What is the service?

Managed 3CX Cloud Hosted Phone Solution including SIP Trunking & Technical Support

Where is it available?

Globally where there is access to a stable internet service.

What do I need to access the service?

- Session Border Controller (SBC) to allow handsets to connect to the cloud hosted phone solution. One SBC is required per physical location.
- Stable Internet Connection it is recommended that this service be used in conjunction with the NBN Broadband network.
- Mobile Device with Cellular service or Wireless Connection to access the 3CX Mobile Application

What is included?

Features of this service include:

- SIP Trunking Service
- Number (DID) Hosting
- Technical Support

Minimum term of the service

This service has a 12 month minimum term.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,

Prices are exclusive of GST.

Information about pricing

Call Charges

Call charges for calls made to 13/1300 numbers 40c per call.

Set-up fee

Implementation fees are chargeable and vary depending on the plan selected and complexity of installation. This will be included in your service quotation.

License & Hosting fees

3CX licensing and hosting fees are chargeable and vary depending on the plan selected and will be included in your service quotation

Equipment fees

Equipment fees will be included in your service quotation.

Other possible costs

- Add-on Services can be purchased at any time for an additional monthly charge, please contact our sales team for information & pricing.
- Plans can be upgraded mid-term for an additional cost, please contact our sales team for information & pricing. Plan downgrade is not possible mid-term.

Exit fee

The exist fee is equal to the remaining minimum service term times the minimum monthly charge amount. There is no exit fee for cancelling the service at the end of the minimum term.

Critical Information Summary



NBN Broadband

Other information

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1800 848 923, or lodge a fault via support@hitmedia.com.au. Our support hours are constantly expanding – check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://hitmedia.com.au/lodge-a-complaint/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.