

Welcome to Vocal! Here's a quick summary of your BizPhone for Home PAYG plan just to make sure you're across all the important things you need to know about the service and our charges.

## Information about the Service

BizPhone is a hosted IP-PBX that operates over an internet connection and provides all the features and functionality you'd expect from an expensive 'on-site' business telephone systems.

Easily transition your business from analogue telephony to VoIP without hassle and expense of installing an onsite phone system and maintain all your existing business telephone numbers.

**Minimum term:** 24 months

**Bundling:** Depending on the plan you select, you will receive a pre-configured IP handset required to access the service. All IP-handsets will remain the property of Vocal while the service remains active with Vocal and returned upon disconnection.

**Broadband:** BizPhone requires an active broadband service that meets minimum criteria to provide toll quality voice calls which can be delivered by Vocal at additional cost.

**Promos and special pricing:** This summary may not cover any special or customised rates or optional extras.

### What is included

- ✓ An IP handset or ATA device depending on plan
- ✓ A new telephone number (or port your existing)
- ✓ 20c flat rate on standard local, national and calls to mobile
- ✓ Access to configuration Web Portal for DIY installation
- ✓ PBX features and functions (basic and advanced)

### What is not included

- ✓ A broadband internet service
- ✓ Additional charges apply for international calls, premium number and other value added services.
- ✓ PBX features and functions (productivity)
- ✓ Remote connectivity functions (Laptop & Mobile Apps)
- ✓ On-site installation and system customisation

## Information about pricing

Refer to the below table for your plan pricing and minimum monthly charge. If you use your BizPhone service for things not included in your plan you will have to pay more than your monthly minimum.

### BizPhone PAYG plans

	Softphone	ATA Box	Cordless	SOHO
Monthly access fee	\$12	\$15	\$20	\$20
Yealink Handset	-	HT802	W60P	T42S
Handset cost	-	nil	nil	nil
Minimum term	24 months	24 months	24 months	24 months
PBX set-up fee	\$19.50	\$19.50	\$19.50	\$19.50
Handset delivery fee	-	\$19.50	\$19.50	\$19.50
Total minimum cost <sup>^</sup>	\$288	\$360	\$480	\$480

<sup>^</sup>Total minimum cost as displayed does not include once-off charges for PBX set-up, handset delivery or call charges.

### Standard call rates (per call)

	Softphone	ATA Box	Cordless	SOHO
Local calls*	20c	20c	20c	20c
National calls*	20c	20c	20c	20c
Calls to mobile*	20c	20c	20c	20c
1800 numbers	nil	nil	nil	nil
13/1300 numbers*	36c	36c	36c	36c
International calls*	rates vary	rates vary	rates vary	rates vary

\*Untimed flat rate per call subject to Vocal's Fair Usage Policy. Charges apply for special, directory and information calls, call forward and call diversions to an external non-BizPhone number.

<sup>\*</sup>International direct dial (IDD) and international mobile calls are charged per 60 seconds or part thereof including a 20c flag fall fee.

## PBX features (basic & advanced)

	Softphone	ATA Box	Cordless	SOHO
Call forward	Included	Included	Included	Included
Call waiting	Included	Included	Included	Included
Call transfer	Included	Included	Included	Included
Caller barring	Included	Included	Included	Included
Do not disturb	Included	Included	Included	Included
Speed dial 8	Included	Included	Included	Included
Priority alert	Included	Included	Included	Included
3-way conference	Included	Included	Included	Included
Number display	Included	Included	Included	Included
Voicemail	Included	Included	Included	Included
Simultaneous ring	Included	Included	Included	Included
Call notify	Included	Included	Included	Included
Busy lamp*	N/A	Included	Included*	Included
Schedules & events	Included	Included	Included	Included

\*Busy Lamp function not supported on W60P Cordless DECT handset

**Your first bill:** We invoice customers each month at the end of our billing cycle and note that your monthly access fee may be higher on your first bill due to pro-rata charges which are determined by the date of service connection.

**Cancellations:** You must submit cancellations requests in writing which require a minimum of 30 days notice to take effect after confirmation of the request has been received. No pro-rata credits or refunds can be provided for cancelled services. A \$200 Order Withdrawal fee applies if cancelling after order submission prior to connection. You must return to Vocal any BizPhone handset or device that was originally provided to you or additional costs will be levied.

**Early termination fees (ETF):** Applies to all BizPhone plans that are subject to a minimum term contract. If you cancel your plan before the minimum term, you will need to pay an ETF fee which is calculated by the monthly charge times the number of months remaining in the term.

**Payment Terms & Late Fees:** We provide our customers with 14 day payment terms. If you do not pay your bill on time, we may charge you a \$10 Late Payments Fee each month until full payment has been received.

## Other Information

### Using Your Service Overseas

You can use BizPhone while overseas and access the portal to make any changes. If you use the BizPhone Mobile App while overseas, you should avoid using Roaming Data and limit to access using Wi-Fi only to save costs and improve call quality.

### Customer Support

We will do our best to service our customer's needs. You may call us during Australian business hours on 1300 796700 (local call cost) or email [support@vocal.com.au](mailto:support@vocal.com.au) or visit our website [vocal.com.au](http://vocal.com.au)

### BizPhone Dedicated Support (7 x 24 x 365)

We offer a dedicated hotline for BizPhone enquiries which can be contacted on 1300 615227.

# vocal

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Vocal Channels Pty Limited  
(ABN 44 131 307 858) PO Box 1020, Surry Hills NSW 2010

## PBX features (Productivity & mobility apps)

	Set-up	Per mth
Hunt group*	nil	\$9.95
Auto attendant	nil	\$14.95
Call queuing	\$60/hr	\$14.95
Reception desk	\$60/hr	\$49.95
Number blocks (10,50,100)	nil	\$14.95 / \$29.95 / \$49.95
Music-on-hold	POA	\$9.95
Mobile app	nil	\$9.95
Laptop app	nil	\$9.95

\*Hunt group requires a minimum of 3x active BizPhone plans to operate

## No standard installations (Onsite & Remote)

	Business Hrs	After Hrs	Faults*	Remote
Call Out (within 50km)	\$150	\$200	\$100	N/A
Call Out (outside 50km)	\$200	\$250	\$150	N/A
Senior Technician	\$150/hr	\$200/hr	\$150/hr	\$75/30 mins
Assistant Technician	\$120/hr	\$150/hr	\$60/hr	\$60/30 mins
Parts & Equipment	POA	POA	POA	N/A

\*No fee for network fault restorations. \$150 'No Fault Found' fee will be levied where a reported fault is determined to be outside the scope of the network or supplied handset following a call-out appointment.

**Payment Methods:** A 2% surcharge applies to payments using a credit card. A \$2 transaction fee applies to Australia Post payments. AMEX and Diners cards are not supported.

**Bill Options:** A Bill Print Fee of \$5 applies if we mail your bill. No cost for email or access via our website. Customers may access our Self Help Tool at no charge to review bill history, reports and unbilled charges.

**Configuration & modifications:** Customers can choose to access the BizPhone web portal to set-up or make changes or have engage us to complete changes at a cost of \$60 per 30 mins. This cost does not include any field activity or appointments. See chart above for fee schedule.

**Local number portability (LNP):** We will assist you with the porting of your existing landline number(s) from the losing provider, however the process of LNP for single number (Category A) and Port Number Validation (Category C) may incur additional charges depending on the complexity of the port and services you use.

### Service Faults & Difficulties

You can report a fault at anytime which we will action on the same or next working day. We will do our best to restore your service within 2 full working days depending on your location or work load.

### Complaints & Disputes

We will provide you with our Complaint Handling Policy if you do not already have one. You must tell us if you have a problem or complaint about our service. If we do not help you then you can raise the issue with the TIO by calling 1800 062058 or visit [www.tio.com.au](http://www.tio.com.au)