

UNIFIED COMMUNICATIONS AS A SERVICE (UCaaS)

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

[Service Description, Pricing, Terms, and Conditions](#)

Pricing excludes GST

Effective 01 May 2023

Information about Service

UTelecom UCaaS service is a feature-rich cloud voice telephony and unified communications service that is supplied over the internet or private data network. A handset may be required (purchased separately through UTelecom), alternatively, a softphone can be used, to initiate and receive calls on the public network.

Requirements and Availability

UCaaS requires a data network (internet or private network connected to Access4) to register on and make and receive phone calls. Each active concurrent UCaaS service requires 100kbps of available bandwidth (up & downstream) for the best performance and quality.

Minimum Terms

UTelecom UCaaS service is available on 24 or 36-month contracts.

Included Features

Licenses	Included Features
Residential	Basic Dial tone for residential and Hotels
Office	Basic call functions, Voicemail, Hunt Groups, Music on Hold
Executive	Advanced Telephony, Voicemail, Soft Phone, mobility reach, single number reach across multiple devices
Collaboration	All features of Executive, Presence, Instant Messaging, Collaboration

Monthly Charges

LICENSES	MONTHLY PLAN VALUE
Office User - Bundled ⁴	\$30.00
Executive User - Bundled ⁴	\$35.00
Office User - Included Calls ³	\$25.00
Executive user - Included Calls ³	\$30.00
Residential License	\$6.50
Collaborate Basic User with Cisco Webex - Bundled ⁴	\$40.00
Collaborate Standard User with Cisco Webex - Bundled ⁴	\$45.00
Collaborate Premium User with Cisco Webex - Bundled ⁴	\$65.00
Collaborate Basic User with Cisco Webex - Included Calls ³	\$35.00
Collaborate Standard User with Cisco Webex - Included Calls ³	\$40.00
Collaborate Premium User with Cisco Webex - Included Calls ³	\$60.00
Collaborate Basic User with Cisco Webex	\$23.00
Collaborate Standard User with Cisco Webex	\$30.00
Collaborate Premium User with Cisco Webex	\$50.00

Other Charges

Other charges are available at <https://www.utelecom.com.au>

Your Devices

You may bring your own compatible device, or may purchase from us.

Early Termination Charges

If you cancel the service or number(s) before the end of your contract term, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months]). If the handset is not returned within 30 days of your service ending or is returned faulty, a fee will apply. At the date of this Order, a fee of \$179 will apply to each Standard or Cordless handset, \$399 for each Premium handset, \$49 for 2 port ATA and \$129 for 4 port ATA but this is subject to change.

First Month Charges

On a customer's first bill, they will be charged a pro-rata amount from the date their service is connected until the 30th of the month and a full month's charge for the following month.

Fair Use Policy

Customers must comply with UTelecom's Fair Use Policy, which prohibits the use of services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the network's integrity. UTelecom may take action if the Fair Use Policy is breached, including suspending or canceling the service or reducing its speed.

Need Support? We're here for you.

Visit <https://www.utelecom.com.au> or call: 1300 008 835 for our support options.

Complaints

If customers wish to make a complaint, they can call UTelecom's complaint line:1300 008 835 or contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit <https://www.tio.com.au/contact-us> if they'd like an independent investigation.

Legal Terms

The full legal terms for the Data Pooling plan are available on UTelecom's website, along with the Commercial Agreement between UTelecom and the customer.

Other Information

UTelecom Customer Service	Complaints Handling	Further Options
<p>For assistance with existing services, please contact us as follows:</p> <p>Support P: 1300 008 835 E: support@utelecom.com.au</p> <p>Please contact us as follows if you are interested in signing up with UTelecom or adding new services:</p> <p>Sales P: 1300 008 835 E: sales@utelecom.com.au</p> <p>In case of billing inquiries, please reach out to us as follows:</p> <p>Billing P: 1300 008 835 E: billing@utelecom.com.au</p>	<p>If you wish to make a complaint, please contact our specialist complaint resolutions team by email at resolutions@utelecom.com.au</p>	<p>If you are not satisfied with our handling of your complaint and you have escalated this within UTelecom, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at www.tio.com.au/about-us/contact-us or by phone on 1800 062 058.</p>