

PBX-STARTER PLAN

SERVICE DESCRIPTION

A Samson Communications Hosted IP Telephony service provides you a complete affordable business phone system. It enables worldwide mobility with scalability.

The service is NOT a part of a bundle.

The customer is NOT required to buy any goods as part of the service.

There is NO minimum term of use.

SERVICE DETAILS

Features	PBX-Starter Services: Inclusions and Exclusions
DIDs	3
Extensions	3
Lines	2
Local/STD Calls:	Billed in addition
Australian Mobile	Billed in addition
Dialing 1300	Billed in addition
SMS	Billed in addition
Call Transfer	YES
Voicemail	YES
Ring Groups	YES
Follow me	YES
Call Queues	YES
Time Conditions	YES
Interactive Voice Response	OPT
Call Pickup (*98)	YES
Busy Light Function (BLF)	YES
Customisable hold music	NO
Part of a Bundle	NO
Early Termination Fee	NO
Price Per Month	\$29.95 inc gst

The table above specifies call types that are included in the PBX-Starter Plan. Call types and functions listed as optional [OPT] are Value Added Services at an additional cost. Equipment required to operate your services are not included and will be quoted and billed in addition and separate to this plan.

CALL RATES

Your plan does not include calls to 13/1300 numbers, Local/STD calls, mobiles, international calls and premium service numbers. Charges to these services will apply and are outlined below.

Call Type	Call Costs
Local/STD Calls:	11c flat fee
Australian Mobile	17c/min time charged per second
Dialing 13/1300	28c
Dialing 1800	free
SMS	11c per sms

International	POA
Incoming 1800	15c per minute
Incoming 1300	10c per minute

NUMBER TYPES COSTS

Number Type	Set up Cost	Monthly Cost
DID Porting [each]	\$66.00	
100 RANGE	\$270.00	\$65.00
1300 NUMBER	\$66.00	\$22.00
1800 NUMBER	\$66.00	\$33.00

OTHER INFORMATION

Information and pricing is correct at time of printing. All pricing is inclusive of GST. For other information please visit our website: [http://www.samsons.com.au/Hosted PBX Consumer Information.ews](http://www.samsons.com.au/Hosted_PBX_Consumer_Information.ews)

USAGE INFORMATION

For information about your current usage levels please check your 'My Account' Portal*

*Access to be requested by emailing samsons@samsons.com.au

EMAIL BILLING

Invoices will be emailed monthly with call costs billed in arrears and plan costs billed in advance.

PAYMENT METHOD

Payment by EFT or EFTPOS by calling 07 4637 7555

CONNECTION CHARGES & CONNECTION TIMEFRAMES

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required.

CUSTOMER SERVICE CONTACT DETAILS

If you have any questions regarding your service, call our Customer Service team on 1300 305 743 8am - 5pm AEST, Monday to Friday or email samsons@samsons.com.au

DISPUTE RESOLUTION PROCESS

If for some reason you are not satisfied with the service received, please inform our Customer Service Team of your issue.

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing. For more information see our complaints handling policy.

Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be found at www.tio.com.au/making-a-complaint or by calling 1800 062 058

E: samsons@samsons.com.au

www.samsons.com.au

P: 1300 305 743