

# MYCLOUDPBX CRITICAL INFORMATION SUMMARY



## INFORMATION ABOUT THE SERVICE

MyCloudPBX provides your business with a fully functional office phone system, hosted in the Cloud and delivered via a broadband internet connection. Cybertel Telecom fully project manage the design and implementation of your PBX solution to your exact requirements.

### Minimum Access Requirements

In order to access the service, you will need an internet connection with a minimum of 100/100Kbps of available bandwidth per simultaneous call, with no packet loss, and a ping of less than 150 ms. You will also need an IP enabled handset or softphone client, and may need extra hardware depending on your requirements e.g. router and switches.

### Plan and Service Limitations

Each PBX system supports unlimited office locations on the one account, and must not be shared with, or resold to, others outside of your business without written permission from Cybertel. Cybertel reserves the right to suspend any PBX suspected of breaching this requirement.

### Recommended Hardware and Software

Cybertel supports a range of Yealink, Cisco/Linksys and Polycom IP Phones, however, we recommend Yealink devices due to their ease of use and stylish looks. Customers can elect to pay up-front, rent the handset over the life of the contract. The Cybertel Unified Communications App is also great for those who wish to declutter their workspace and seamlessly take PBX calls on the go. Contact us for more information on the our softphone application.

### Minimum Term

The minimum term of the plan **12, 24 or 36 months**.

### Set Up Costs

Charge Description	Cost
System Build and Programming (up to 50 extensions)	\$499 per PBX
System Build and Programming (50+ extensions)	\$999 per PBX
Preinstall Site Survey	\$199
PBX System Installation and User Training	From \$299 (POA)
System Admin Training (optional)	\$199 Online, \$299 Onsite

### Monthly User Extension Costs

Each extension licence includes 1 concurrent call channel and 1 Direct Indial Number. Minimum of 3 extensions is required. Discounts available when you are purchasing 50 or more extension licences.

	12 Months	24 Months	36 Months
Unlimited Basic PBX Ext	\$45 Minimum cost over term \$2419	\$40 Minimum cost over term \$3979	\$35 Minimum cost over term \$5179
Unlimited Basic+ PBX Ext includes 1x Softphone (2 devices)	\$50 Minimum cost over term \$2599	\$45 Minimum cost over term \$4339	\$40 Minimum cost over term \$5719
Unlimited Premium PBX Ext includes 1x Softphone (2 devices)	\$75 Minimum cost over term \$3499	\$70 Minimum cost over term \$6139	\$65 Minimum cost over term \$8419

### Monthly System Costs

If the addition of a new user extension to an existing PBX system moves the system to the next tier, customers will automatically be charged the relevant Monthly System Fee charge for the new tier. Monthly System Fee is charged on a per PBX system basis, not per user.

PBX User Extensions	Monthly System Fee
3-10	\$25
11-20	\$45
21-50	\$75
51-99	\$100
100+	\$150

### Call and Other Charges

The below charges are charged on top of the monthly PBX extension.

Charge Description	Cost
Calls to Local & National	Included
Calls to Mobile	Included
Calls to 13 Numbers	Included
Calls to extensions on the PBX	Free
Additional Direct Indial Number DID	1 DID included per user extension license, additional DID \$2.20 per DID, per month

All pricing is inc GST.

For full Cybertel Service Terms and Conditions, please see our website.

### International Calls and Premium Numbers

Different rates apply to call international numbers not listed above. Calls are charged per minute block. For these international call rates, please contact Cybertel.

# MYCLOUDPBX CRITICAL INFORMATION SUMMARY



Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee, these charges are also outside of our control as they are set by the content provider.

## Porting and Configuration

If you wish to transfer any existing telephone numbers to Cybertel from your current provider, a port request will be required. Port charges are priced on application.

The system will be provisioned at Cybertel's offices prior to installation. Once the system is provisioned any purchased hardware will be delivered and the solution will be installed by a Cybertel representative if you have chosen this option, or by your own resources.

We highly recommend undertaking a \$199 Site Survey so we can determine your requirements and suitability for the service. If you choose not to take up this service, you agree to take on this service at your own risk, and understand that unsuitable internet connections or insufficient site infrastructure may cause the service to perform poorly, result in delays to the delivery of your service, or additional hardware or technician costs.

## Service Delivery and Connection Timeframes

Due to the complexity with this product and the steps involved with setting up and configuring the system and various devices, the minimum connection timeframe is usually 20 business days from the date we accept your application. In some cases, however, this can be sooner.

Porting single numbers is usually a two to six week lead time, four to eight weeks for complex ports. Ports are requested once the application form is accepted to process while the setup, configuration and rollout of any systems and hardware is performed.

## Early Termination

If you cancel your service or it is disconnected within the minimum contract term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.

## OTHER INFORMATION

### Billing

We will bill you in advance for the minimum monthly charge. Your calls will be billed in arrears. Your first bill

will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle and your connection fee.

## We're here to help

Cybertel Telecom is a boutique Telco and we pride ourselves on personalized service and outstanding customer care. If we have not provided the knowledge or support you expect, we want to know about it so we can do better.

If you have any questions, just call us on 1300 763 201. You can also visit us at [www.cybertel.net.au](http://www.cybertel.net.au) for additional information, including to access information about your usage of the service.

## Complaints

Any complaints or feedback you have for us can be sent via email to [customerservice@cybertel.net.au](mailto:customerservice@cybertel.net.au). The quickest way to resolve your complaint is by speaking with one of our consultants. If they are unable to solve your problem, a manager will take responsibility for your issue. Should you wish to speak to a team member about your complaint, please phone 1300 763 201 8am – 6pm Mon to Fri.

If you wish to lodge a written complaint you can send correspondence to [customerservice@cybertel.net.au](mailto:customerservice@cybertel.net.au) or Cybertel Telecom Customer Relations  
PO Box 502  
CLEVELAND QLD 4163

Cybertel aim to respond to your complaint within 48 hours and resolve complaints within 10 working days of receipt of the complaint. If your complaint is not resolved and you would like it investigated further, we will be escalated to a Senior Case Manager.

To ensure your complaint is resolved, we may need to contact you to find out more information and to discuss the matter with you. We ask, while your complaint is being investigated, that amounts that are not in dispute are paid on time. Should your matter require extra time to resolve, we will discuss this with you and provide you with updates.

If you are not satisfied with the case review of your complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist, after you have spoken with us. To lodge a complaint you can call 1800 062 058 or write to:

PO Box 276  
Collins St West VIC 3000