Critical Information Summary

Maxo Telecommunications Pty Ltd | ABN: 92 129 852 526

MaxoTel Telehealth Hosted PBX
Telehealth PBX-09

Information about the service

Create your entire phone system in minutes. Create voice menus and interactive phone applications quickly through the Hosted PBX control panel. MaxoTel is an industry veteran with over 10 years experience and we built our own Hosted PBX technology in-house - so when you need help, you can count on us.

Hosted PBX (or Virtual PBX) is designed to lower the cost of a phone system for your business whilst at the same time providing your business with previously unseen connectivity. Plug your extensions in anywhere in the world - you can expand your office to a different building, or your employees can work from home - or across the globe! It will work anywhere there's broadband.

Is the offer part of a bundle?	No
Is the customer required to buy any goods as part of the offer?	Optional (See below)
Does the offer have any minimum term of use?	No

What Is Included:

This Telehealth Hosted PBX plan includes calls to 13/1300 numbers, Local/STD calls and calls to Australian Mobiles.
It also includes free MaxoTel to MaxoTel calls.

What Is Not Included:

Your plan does not include international calls and premium service numbers. Charges to these services will apply and are outlined below. This plan does not include any handsets or other hardware or equipment.

SIP-Compatible VoIP Handset(s) Required

In order to use this service, you will need VoIP telephone handset(s) or software compatible with the SIP protocol. MaxoTel recommends using this service with handsets purchased from the online shop at www.maxo.com.au/shop to ensure that you have a compatible and supported device. Alternatively, you may provide your own SIP compatible VoIP equipment or software. For more information about compatible equipment and software please see www.maxo.com.au/support/configuration-guides
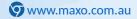
Additional Fair Use Terms on Telehealth Hosted PBX Plans:

Included calls are subject to fair use. Fair use of the MaxoTel Telehealth Hosted PBX means that you must not use service in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the MaxoTel network.

This service is intended to be used in a way that is consistent with a typical business' calling usage, according to statistical information known to MaxoTel. If we determine that your use of the service or it's features is at any time inconsistent with the normal inbound or outbound usage patterns for the type of service or plan that you have purchased, we have the right to suspend or discontinue service. Examples of inconsistent usage patterns include, but are not limited to, using the service in an outbound call center, or for telemarketing.

This plan can only have single-user devices such as Yealink and Cisco VoIP Phones connected to Hosted PBX Extensions only. SIP Trunking is not included and no PBX systems (Asterisk, 3CX etc) or other line-sharing devices are permitted on Telehealth plans. Connection of a PBX or line-sharing device, or a configuration that results in line sharing will result in account suspension and cancellation of the account.

We may take action if you breach this policy, including suspending or cancelling your service. We reserve the right to enact such actions for any reason, at our own discretion, without notice to you.

Trial Period

No trial period is applicable to this plan. Monthly fees begin when the service is activated.

Charges for using this service

The minimum monthly charge for this plan is **$449.55.** The billing term for this plan begins as soon as the account is activated.
In addition to the minmum monthly charge, the following call rates apply...

Call Rates	
Internal Calls	Free
Local & National Calls	Included
Calls to 13 Numbers	Included
Calls to AU Mobile	Included
Calls to 1800 number	Free
Inbound to 1300	$0.08 per minute Billed per second (minimum charge $0.01)
Inbound to 1800	$0.10 per minute Billed per second (minimum charge $0.01)
1345 "Back-to-Base" Alarm Calls	25c per call

Charges to International Numbers

You will be charged if you make calls to international numbers. International call rates will vary from time to time based on a
number of factors. Please see our website for up-to-date international call rates on a monthly basis at
https://www.maxo.com.au/international_call_rates

No Early Termination Charges Apply

Because Maxotel VoIP services are month-to month there are no early termination charges. The total minimum amount that you
will pay is $449.55

Other Information

Call Usage and Spend Management

MaxoTel have spend management tools which are designed to assist you in managing your spend. You can check your monthly
usage in your My Account Portal.

The My Account portal can be found at: https://my.maxo.com.au/

Customer Service Contact Details:

Phone: 1800 12 12 10
Email: support@maxo.com.au

Dispute Resolution Process

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.