



Critical Information Summary

Maxo Telecommunications Pty Ltd | ABN: 92 129 852 526

MaxoPhone Plans

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. Combine multiple MaxoPhone plans under one account to empower your whole workforce.

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?	Yes, either 1, 12 or 24 months (see below)

What Is Included:

This MaxoPhone plan includes a standard Australian geographic DID, calls to 13/1300 numbers, Local/STD calls and calls to Australian Mobiles. It also includes free MaxoTel to MaxoTel calls. This offer includes the optional rental of handsets, and their associated equipment such as handpieces, stands, cables and power supplies.

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.

Charges For Using This Service

MaxoTel offers a range of service terms and handset rental options to fit your business. Billing for the service commences immediately upon receipt of the handsets or account activation.

Plan	Monthly Fee	Setup Fee			Minimum Cost*		
		1 Month Term	12 Month Term	24 Month Term	1 Month Term	12 Month Term	24 Month Term
Basic BYO	\$29.95	\$0	\$0	\$0	\$29.95	\$359.40	\$718.80
Softphone	\$29.95	\$0	\$0	\$0	\$29.95	\$359.40	\$718.80
Standard	\$29.95	\$129	\$49	\$0	\$168.90	\$418.35	\$728.75
Cordless	\$29.95	\$129	\$49	\$0	\$168.90	\$418.35	\$728.75
Plus	\$34.95	\$149	\$89	\$0	\$193.90	\$518.35	\$848.75
Premium	\$39.95	\$199	\$99	\$49	\$248.90	\$588.35	\$1,018.70
Ultra	\$49.95	\$249	\$149	\$99	\$308.90	\$758.35	\$1,307.75

*The minimum costs include a once-off \$9.95 per-handset postage fee.

In addition to the minimum monthly charge, the following call rates apply:

Call Rates	
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
Calls to International Numbers	Per the rates at https://www.maxo.com.au/international_call_rates

Additional Fees and Charges

Early Termination Fees

If you cancel the service before the end of your contracted term, an early termination fee applies equivalent to the remaining months of your contract term multiplied by the monthly fee.

Handset Return Fees

Excluding Basic BYO or softphone only, should the handset not be returned within 14 days of service cancellation or if the handset is returned damaged or in otherwise unsaleable condition, the following fees will be applied depending on your handset model:

Plan	Return Fee
Basic BYO / Softphone Only	\$0
Standard	\$139
Cordless	\$139
Plus	\$159
Premium	\$179
Ultra	\$199

Other Information

Additional Fair Use Terms on MaxoPhone Plans:

Included calls are subject to fair use. Fair use of the MaxoTel MaxoPhone plan 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 its 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, for telemarketing, providing brokerage services, providing booking agent services, providing phone based consultation services or providing telehealth services.

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 MaxoPhone 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. In the event that the service is cancelled, you must return the handsets, along with any other rental equipment.

Trial Period

No trial period is applicable to this plan. Monthly fees begin when the service is activated. The service will be activated 5 days after the order is submitted, or when the handset shipment arrives, whichever is sooner.

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.