

Critical Information Summary – Hosted VoIP

Monthly Cost *(exclusive of GST)*

PLAN	MONTHLY COST	UPFRONT SETUP FEE	TOTAL COST FIRST MONTH	TOTAL ONGOING MONTHLY COST
-	No Contract	No Contract	No Contract	No Contract
Once Off Setup Fee		\$100.00		
Hosted Voice Value Plan (per phone)	\$45.00	-	\$146.00	\$46.00
Direct Indial Digit (DID)	\$1.00			
Local Calls	Included			
National Calls	Included			
Calls to Australian Mobiles	Included			
Calls to 13/1300 Number	\$0.35c per call			
International Calls	Not Included – per country/call basis			
Site to Site Calls	FREE. If you have more than one site under the same account you can call any of the sites free.			

*Total Cost First Month includes Upfront Setup Fee plus Monthly Fee

** Excludes calls made to 13/1300 Numbers

Information about the service

The Service:

Hosted VoIP is Voice Over Internet Protocol that allows you to make and receive calls over the National Broadband Network (NBN).

How Hosted VoIP Pricing Work?

Each Phone Handset is classed as an extension. Similar to having a traditional phone line to each phone. Each Phone needs to have it's own Hosted Voice Plan to be able to make and receive calls. The above table is based on 1 phone.

Bundling

This service is not conditional on any bundling arrangements. We do provide other services which you may wish to bundle with this service. Please [Contact Us](#) for further information.

Service Required

This service requires one of BTP Communications [NBN Plans](#).

Equipment Required

You will require equipment for your Hosted VoIP Solution. The Equipment required will vary on each customers needs. Some Equipment you may require, but is not limited to, is; Hosted VoIP Compatible Phone Handsets, Modem/Router, Switch, Hub. Please refer to your specific quote for costs.

Can I Keep my Existing Phone Number with VoIP Hosted:

Yes, you can. BTP can transfer your current phone number over during the setup of your Hosted VoIP Solution.

What is a Direct Indial Digit (DID)?

A Direct Indial Digit (also known as a Direct Indial Number) is your phone number. If you only have 1 phone, you only need 1 DID. If you have 5 phones it doesn't necessarily mean you need 5 DID's. You only need a DID associated with a phone if you want that phone to have it's own direct number. We'll gather this information from you and provide it in your specific quote. Alternatively Please [Contact Us](#) for further information.

Minimum Term:

The Service is available with a Total Minimum Commitment of One (1) Month. No Contract.

Minimum Monthly Charge:

Please refer to the table above and/or your specific quote for pricing information.

Maximum Monthly Charge:

Please refer to the table above and/or your specific quote for pricing information.

Upfront Setup Costs:

A \$100 Setup Fee ex GST is payable on your first bill. This fee is payable once only. Not for each phone.

Early Termination Fees:

BTP Communications are confident you will be happy with your Service with us and our service delivery. In the unlikely event this is not the case you are free to change providers with no penalty. No Early Termination Fees will be applied.

Invoicing (Billing):

We will Invoice you in advance for the monthly charge as per previous page.

Your first bill will include pro rata charges from when your plan commenced with us until the end of that month's billing cycle (refer to your specific quote). It will also include One (1) month's minimum monthly charge in advance and your once off \$100 ex GST Setup Fee.

Payment Options:

Payment by Direct Debit from a Bank Account does not incur any fees or charges. Additional Fees and Charges apply to other payment methods. Please refer to your specific quote terms and conditions for details.

Installation:

Charges apply for the Installation of the equipment and will be detailed in your quote. Installation charges including Training on the equipment.

Cloud Based PBX:

No more big boxes on the wall. It is the smartest and most economical way to communicate today.

Save Time & Money:

Moving to Cloud PBX generates huge savings. Our innovative, customised solutions mean that we manage and maintain all the software and equipment you'll ever need – now and in the future.

Product Features:

- Mobility – Simply plug your phone anywhere there is an NBN connection available and your phone will work as if you were in the office
- Keep your Phone Number
- Voicemail
- Voicemail to Email
- Automated Attendant
- Intercom
- Hunt Groups
- Setting Outbound Caller ID
- Simultaneous Ring (Twinning)
- Time and Location Based Call Routing
- Traditional PBX Functionality eg Call Forwarding etc
- Conference Calling

Enquiries, Feedback and Complaints:

We are here and committed to assist you and provide you with outstanding customer service.

Please contact us in the first instance by calling 1300 509 996 or emailing telcoservices@btpcom.com.au if you have any questions, feedback or complaints.

Telecommunications Industry Ombudsman (TIO):

We encourage you to contact us first. We will do our best to solve your enquiry during your first contact.

In the unlikely event you are not satisfied and you wish to contact the TIO please find their details below:

Phone: 1800 062 058

Online: [TIO Website](#)

More Information can be found via our [Complaints Handling Policy](#)

This is a summary only. Please refer to your specific quote for full Terms and Conditions.

For a full list of BTP Communications Compliance Policies and Forms please visit [BTP Policies](#)