



**Community  
Communications**

CRITICAL INFORMATION SUMMARY

# MyCloud PBX VALUE PLAN

May 2018

# MYCLOUD PBX: VALUE PLAN

## Critical Information Summary

### Information about the service

#### The Service:

MyCloud PBX is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Community Communications or by another service provider.

#### Bundling

In order to access the Service, you may need a dedicated or shared fixed line broadband Internet connection, such as ADSL 2+, NBN, SHDSL or Fibre service.

#### Mandatory components

You will need a broadband modem for the service to work. We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

#### Minimum Term

The service is available with no minimum term, 12, 24 or 36 month terms.

### Important conditions

Community Communications plans provide you with a PBX license with access to all standard PBX features. If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported. Additional fees apply. Community Communications plans do not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features.

MyCloud PBX is not available for telemarketing, call centre function and similar uses.

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

We will bill you in advance for the minimum monthly charge and features, and in arrears for calls.

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. Fair Use Policy applies.

## VALUE PLAN

Plan	Price (Monthly)	Setup Charge (Contract months)			Inclusions	Exclusions
		12	24	36		
<b>MyCloud PBX Licence (PAYG)</b>	\$30.00	\$395.00	\$195.00	\$0.00	<ul style="list-style-type: none"> <li>MyCloud PBX Setup Fee*</li> <li>PABX access license</li> <li>Unlimited standard, local, national calls and calls to mobiles</li> </ul>	<ul style="list-style-type: none"> <li>Additional PABX features not mentioned in inclusions</li> <li>Calls to 13/1300/1800 numbers and calls to international destinations+</li> <li>Premium UC Bolton</li> </ul>

All prices quoted are exclusive of GST.

\*Setup Fee applicable to initial licence setup only.

+ For international call rate visit [www.comcoms.com.au](http://www.comcoms.com.au)

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### Information about pricing

#### Minimum monthly charge:

Please refer to table on first page for pricing information.

#### Maximum monthly charge:

The maximum monthly charge depends on usage levels.

#### Early termination charges:

If you cancel your service prior to the end of your contract term, you must give us 30 days' notice, and you will incur an Early Termination Fee (ETF) equal to the sum of remaining months on your contract.

#### Voice call rates

**13/1300:** \$0.30 per call ex GST.

### Other information

#### Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 08 6111 8888 or by sending an email to [support@comcoms.com.au](mailto:support@comcoms.com.au) if you have any questions, would like to give feedback or complain.

#### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: **<http://www.tio.com.au/making-a-complaint>**

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of April 2018.