CRITICAL INFORMATION SUMMARY
Hosted PBX

Description

MyNet's hosted phone system provides a flexible and scalable communication solution for businesses. Each extension is sold individually, allowing for customization based on your specific needs.

Each extension is supplied with a MyNet Premium Value SIP Voice channel. For SIP Voice specific information and calling rates please see our SIP Voice CIS at https://www.mynet.au/resources.

Minimum Service Term

Minimum service terms are solution specific and will be detailed on your Service Order(s).

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. You are required to pay 85% of the remaining contract value.

Pricing information

Product	Setup Cost	Monthly Charges	Example Total Minimum Cost (24 Month Contract)
Hosted PBX Per Extension Includes 1 Direct in Dial	$30 ex GST	$30 ex GST	$720 ex GST
Hosted PBX Virtual Extension No Direct in Dial or Voice Channel	Nill	$5 ex GST	$120 ex GST

In Dial Number Ranges – Hosted PBX Specific

Product	Setup Cost	Monthly Charges	Example Total Minimum Cost (24 Month Contract)
In-dial Number Range – 100 Number Range	Nill	$40 ex GST	$960 ex GST
In-dial Number Range – 10 Number Range	Nill	$10 ex GST	$240 ex GST
In-dial Number – Single Number	Nill	Nill (Included)	Nill
In-dial 1300 Number	$150 ex GST	$25 ex GST	$600 ex GST
In-dial 1800 Number	$150 ex GST	$25 ex GST	$600 ex GST
In-dial 13 Number	$150 ex GST	$850 ex GST	$20,400 ex GST

*in-dial numbers and ranges are bound to the same contract term as your Hosted PBX Extension

For other SIP Voice related services (Redirect services, Porting Charges, Call Charges and more) and information please see our SIP Voice CIS at https://www.mynet.au/resources.

Requirements and Availability

You will need;

- An active broadband internet connection

Each extension requires 100Kbps of bandwidth, i.e. for 30 concurrent sessions, you would require 3Mb of bandwidth.

For More information, Please See SIP Voice CIS at https://www.mynet.au/resources.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill,
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy,

    Available at sign up as part of you master services agreement or at https://www.mynet.au/resources

Call quality is dependent on the quality of your internet connection

Features

- Per Extension Pricing: Each extension is sold separately, providing cost-effective scalability.
- Direct In Dial (DID): Each extension (Excluding Virtual extensions) includes one Australian Geographic Direct In Dial number.

- User-Friendly Management: Features include call forwarding, ring groups, call queues, IVR's, voicemail, and call analytics, making the system easy to manage.
- Hosted PBX Virtual Extensions do not include a Direct in Dial number or a SIP voice channel. This is for use Afterhours extensions and/or other uses you may need in your PBX where you need to have a service extension.

Usage

You can check your usage via the MyNet Customer portal. Call details records are supplied on your monthly invoice. For More information, Please See SIP Voice CIS at https://www.mynet.au/resources.

Exclusions

Setup or on-going professional services work e.g. Design and configuration of the Hosted PBX is not included in the monthly cost.

Please also see SIP Voice CIS at https://www.mynet.au/resources.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see https://www.mynet.au/complaints.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at https://tio.com.au/making-a-complaint