

## SERVICE INFORMATION

Plan	Minimum Monthly Charge (ex gst)	Call Charges	Minimum Term	Other Inclusions
<b>BUNDLED HOSTED PBX</b>				
Bundled Hosted PBX	\$29.95	Includes: Local/STD, AU Mobiles, 13/1300	1 Month	Up to 2 concurrent calls up to 2 phones connected 2 AU numbers
<b>SMALL BUSINESS PLANS</b>				
2 CHANNEL PBX	\$24.95	10c national 14c/min to AU mobile 22c to 1300	1 Month	Up to 2 concurrent calls up to 2 phones connected 2 AU numbers
4 CHANNEL PBX	\$39.95	10c national 14c/min to AU mobile 22c to 1300	1 Month	Up to 4 concurrent calls up to 4 phones connected 4 AU numbers
6 CHANNEL PBX	\$54.95	10c national 14c/min to AU mobile 22c to 1300	1 Month	Up to 6 concurrent calls up to 6 phones connected 6 AU numbers
8 CHANNEL PBX	\$64.95	10c national 14c/min to AU mobile 22c to 1300	1 Month	Up to 8 concurrent calls up to 8 phones connected 8 AU numbers
10 CHANNEL PBX	\$74.95	10c national 14c/min to AU mobile 22c to 1300	1 Month	Up to 10 concurrent calls up to 10 phones connected 10 AU numbers
<b>MEDIUM BUSINESS PLANS</b>				
15 CHANNEL PBX	\$99.95	10c national 13c/min to AU mobile 22c to 1300	1 Month	Up to 15 concurrent calls up to 15 phones connected 15 AU numbers
20 CHANNEL PBX	\$114.95	10c national 13c/min to AU mobile 22c to 1300	1 Month	Up to 20 concurrent calls up to 20 phones connected 20 AU numbers
30 CHANNEL PBX	\$149.95	10c national 13c/min to AU mobile 22c to 1300	1 Month	Up to 30 concurrent calls up to 30 phones connected 30 AU numbers
40 CHANNEL PBX	\$199.95	10c national 13c/min to AU mobile 22c to 1300	1 Month	Up to 40 concurrent calls up to 40 phones connected 40 AU numbers

50 CHANNEL PBX	\$299.95	10c national 13c/min to AU mobile 22c to 1300	1 Month	Up to 50 concurrent calls up to 50 phones connected 50 AU numbers
<b>LARGE BUSINESS PLANS</b>				
60 CHANNEL PBX	\$399.95	10c national 11c/min to AU mobile 22c to 1300	1 Month	Up to 60 concurrent calls up to 60 phones connected 60 AU numbers
70 CHANNEL PBX	\$449.95	10c national 11c/min to AU mobile 22c to 1300	1 Month	Up to 70 concurrent calls up to 70 phones connected 70 AU numbers
80 CHANNEL PBX	\$499.95	10c national 11c/min to AU mobile 22c to 1300	1 Month	Up to 80 concurrent calls up to 80 phones connected 80 AU numbers
90 CHANNEL PBX	\$549.95	10c national 11c/min to AU mobile 22c to 1300	1 Month	Up to 90 concurrent calls up to 90 phones connected 90 AU numbers
100 CHANNEL PBX	\$599.95	10c national 11c/min to AU mobile 22c to 1300	1 Month	Up to 100 concurrent calls up to 100 phones connected 100 AU numbers

**What the offer includes:** The listed Voice of IP plans includes competitive call rates to 13/1300 numbers, local/STD calls and calls to Australian mobiles.

**Exclusions:** Does not include international calls, however calls rates can be provide and enabled by our customer service team.

**Equipment Required:** Customer will need compatible Voice over IP handset/s, this can be hardware or software. The Iperium customer service team can assist in supplying a quote for any compatible hardware or software required.

**Is the offer part of a bundle?** No.

**Connection Fee:** \$0, however this may change is extraordinary circumstances.

**International Calls:** you will be charged for all international calls. Call rates can be found on our website [www.iperium.com.au/international-calls-rates](http://www.iperium.com.au/international-calls-rates).

**13/1300 Inbound:** If you require your own 1300, 1800 or 13 number, Iperium can supply this to you, via our customer service team. Charges below:

Product	Call Rates
Inbound 1300	\$0.08 per minute, billed per second
Inbound 1800	\$0.08 per minute, billed per second
Inbound 13	\$0.10 per minute, billed per second

## OTHER INFORMATION

**Usage Information:** You can monitor your Broadband and usage by logging into your portal online at [portal.iperium.com.au](http://portal.iperium.com.au).

**Priority Assistance:** Iperium does not offer Priority Assistance. If you require Priority Assistance, please contact our Customer Support.

## Customer Support



Customer Service  
Email: [sales@iperium.com.au](mailto:sales@iperium.com.au)  
Phone: 1300 592 330



Technical Support  
Email: [support@iperium.com.au](mailto:support@iperium.com.au)  
Phone: 1300 592 330

## Complaints Handling

If you have a dispute with Iperium and wish to make a complaint, please contact the complaint resolutions team, by emailing [disputes@iperium.com.au](mailto:disputes@iperium.com.au).

## Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Iperium, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

## Terms and Conditions

The full terms and conditions for our services are available by contacting Customer Service.

