

Critical information summary

For your More Business Phone System

of your More Business Phone System

Month-To-Month Plans Only				
Plan Type*	Extension Plan	Extension Plan plus Standard Handset	Extension Plan plus Cordless Handset	Extension Plan plus Advanced Handset
Min. Monthly Charge* (ex. upfront handset charge and charge for 1 x mandatory DID per account)	\$25	\$35	\$35	\$40
Handset Charge^	N/A	Upfront charge - \$290	Upfront charge - \$205	Upfront charge - \$407
Minimum Term	1 month			
24 Month Fixed Term Plans Only				
Plan Type*	Extension Plan	Extension Plan plus Standard Handset	Extension Plan plus Cordless Handset	Extension Plan plus Advanced Handset
Min. Monthly Charge* (ex. charge for 1 x mandatory DID per account)	\$25	\$35	\$35	\$40
Handset Charge^	N/A	No additional charge. Handset included in monthly plan fee.		
Minimum Term	24 months			
Plan Early Termination Fee	\$13 x months remaining of contract			
Handset Buy-out Charge on Early Termination	N/A	\$12 x months remaining of contract	\$9 x months remaining of contract	\$18 x months remaining of contract
General Charges - All Plans				
DIDs (phone numbers)	1 x mandatory DID (phone number) required per Business Phone System (min. charge of \$0.40 per month) - Additional DIDs – \$0.40 per DID per month			
Handset Delivery Charge	\$14.95 per handset			
Calls to 13/1300 numbers	\$0.45 per call			
International calls	- Disabled by default. If enabled, standard international calling destinations and applicable PAYG charges are set out at https://www.more.com.au/business-phone-international-call-rates~ - Min. call time of 60 seconds, followed by per second billing against the rate card <u>Calling to non-standard destinations must be approved by</u> our Customer Service team. PAYG charges for non-standard destinations will be provided in writing on approval.			

* All plans include optional softphone license and unlimited standard national calls (subject to More's [Fair Use Policy](#))

^ Available handsets and specifications are set out on the Business Phone System website and are subject to stock availability.

~ Due to variable nature of international call pricing offered by third party providers, Pay As You Go Charges for international calls are subject to change on three (3) days prior notice and revised charges will be published on our website.

Service Description

A More Business Phone System is a cloud based, customisable business phone solution delivered over the internet using Hosted PBX VoIP technology. It allows you to connect multiple handsets or softphone clients and configure them with the Hosted PBX feature set (see [Part K - Standard Form of Agreement](#)) using our Voice Connect portal.

Mandatory Components

You must purchase a minimum of 1 DID (phone number) per account for use with a Business Phone System. You require an Extension Plan for each end user of your

Business Phone System. Each end user requires a compatible handset or softphone client to use the service. Each handset or softphone client must be correctly installed, configured and connected to the internet. You can purchase handsets from us or BYO compatible handsets. An optional softphone license is included with every Extension Plan, or you can BYO compatible softphone.

Minimum Term & Cancellation

This service is available on a month-to-month contract with a 1-month minimum term, or on a fixed 24-month contract. On a month-to-month contract, you can cancel

your service up to 2 business days before the end of your current billing period. You will not receive a refund or credit for any unused days of the current billing period that fall after your cancellation date. On a 24-month contract, an Early Termination Fee will apply if you cancel before the end of your contract term (see table above).

Key Details

What's included?

A Business Phone System service gives you:

- unlimited standard national calls to fixed and mobile numbers (subject to More's [Fair Use Policy](#))
- optional softphone license included with each extension
- porting of existing DIDs during normal business hours
- access to the Hosted PBX feature set
- access to the Voice Connect Portal to self-manage configuration of your Business Phone System
- a handset included on certain Extension Plans on a 24-month contract

What's not included?

- Monthly charges for each DID phone number (see table above). Mandatory minimum of 1 x DID required per account.
- Handsets not included on month-to-month Extension Plans. Available for purchase for an upfront charge (see table above).
- Calls to 13/1300 numbers (see PAYG charges above).
- Calls to international destinations are disabled by default (see [website](#) for PAYG charges, if enabled).
- Calls to satellite and premium rate numbers (i.e. 1900 calls) are not available.

Important Service Limitations

- If there is an internet connection outage for any Business Phone System end user, your service will not work and you cannot make phone calls (including to "000"). This service is not suitable if you require uninterrupted phone service with access to emergency services.
- Priority Assistance is not available on your More Business Phone System. If you require Priority Assistance, please seek a provider that can offer this service.
- **You are responsible for ensuring that the equipment you use in connection with your service is secure. We are not liable for call charges resulting from toll fraud and we reserve the right to pass such charges on to you in full.**

CSG Waiver

Your More Business Phone System is offered to you on the basis that you agree to waive the Customer Service Guarantee on this service. For more information, see the CSG Waiver on the [Policies](#) page of our website.

Handsets supplied by More

On a month-to-month Extension Plan, handsets are available for purchase for an upfront charge (see table above). A handset is included on certain Extension Plans

on a 24-month contract. However, if you cancel before the end of your contract term, a handset buy-out charge applies based on the number of months remaining on your contract (see table above), in addition to any ETFs that apply to your Plan.

Faulty handsets are subject to our [Hardware Warranty Policy](#). A delivery charge of \$14.95 applies to each handset supplied by More.

Charges

Applicable charges for each Business Phone System plan are set out in the table above. Monthly Extension Plan fees and DID charges are prepaid at the start of each month. Any upfront charges for handsets must be paid on sign-up. If any additional account fees, fees for optional services or other charges apply, these will be billed at the end of the billing period in which they are incurred.

Other information

Usage management

Monitor and manage your usage through the [Self Care portal](#) or by calling us on 1800 733 368.

Service details and coverage

More acts as a reseller of the Business Phone System Service, which is delivered using the Symbio telecommunications network. More is not affiliated or related to Symbio in any way.

Billing

We will bill you in advance for the minimum monthly charge. It is free to receive your monthly bill online via the [Self Care Portal](#) or via email.

Additional account fees

The following account fees apply:

Non-direct debit fee: \$3.50

Paper Bill Fee: \$3.50 (available on request only)

Late Payment Fee: \$22.00

Bounced Payment Fee: \$11.00

Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$22 applies.

We Are Here to Help

If you have any questions, call us on 1800 733 368, so we can serve you better. Or you can visit us at <https://www.more.com.au/> for additional information.

Complaints

If you have any concerns or complaints, access our complaint resolution process at [more.com.au/policies](https://www.more.com.au/policies) (click on 'Customer Complaints Handling Policy'). You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the Policies page of our website.