

## CloudLine

<b>Service Description</b>	This Service allows you to make and receive calls using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN). This is called Voice over IP or VoIP. This Service offers access to the Premium UC application that allows users to make and receive calls from your softphone or desktop computer (at an additional cost) and productivity features including caller groups, voicemail to email, call hold and transfer; suitable for business needs.		
<b>Minimum term(s)</b>	24 months	1 month	
<b>Setup Fees (once off charge, incl GST)</b>	\$ 0	\$ 27.50 per user	
<b>Minimum Monthly Charge (incl GST)</b>	<b>Plan Name</b>	<b>Minimum Monthly Charge</b>	
	CloudLine-PAYG	\$ 20 per user	
	CloudLine-Unlimited	\$ 30 per user	
<b>What is included</b>		CloudLine-PAYG	CloudLineUnlimited
	Calls to standard Australian landline, mobile numbers and 13/1300/1800 numbers	-	unlimited
	Call handling & productivity features (Hunt Group, Call Queues, Auto attendants etc). See complete list of features <a href="#">here</a> .	✓	✓
	1 Australian Direct in Dial (DID) number per user	✓	✓
	1 active phone call per user at any time	✓	✓
<b>Maximum Early Termination Charges</b>	If you cancel your service within a contract period, you will be charged an Early Termination Charge of \$119 (including GST). Where you are on a 1-month Service, if you cancel your Service before the end of a billing period, Connexus will not credit you for any unused days remaining in your billing period.		

## Information about Pricing (All prices include GST)

	CloudLine-PAYG	CloudLine-Unlimited
<b>Calls to Australian landline</b>	7.7¢ per call	included
<b>Calls to Australian mobile</b>	22¢ per minute	included
<b>Calls to 13/1300</b>	33¢ per call	included
<b>Calls to 1800</b>	included	included
<b>Access to mobile and desktop Softphone (Premium UC)</b>	\$5 per month per user Premium UC licenses can be purchased at time of ordering, or self-ordered through the CloudLine configuration portal where permitted ("Add UC" option). For self-ordered licenses you will be charged from the time of order.	
<b>International Calls</b>	The cost of making an international call starts from 0.26¢ per second depending on the location of your call. Calls are charged on a pay as you go and per second basis. See all international calling rates on our website <a href="https://www.connexus.com.au/rates">https://www.connexus.com.au/rates</a>	
<b>Other pricing information</b>	Number porting charges <ul style="list-style-type: none"> <li>You can choose to bring your phone number over from another provider.</li> <li>Number porting to the Connexus network is free of charge except in the case of port rejections, returns and outside extended hours porting requests. See all number porting charges on our website <a href="https://connexus.com.au/rates">https://connexus.com.au/rates</a></li> <li>DID numbers supplied with this Service may not be exchanged, credited or substituted towards the cost of porting numbers to the service. Professional voice recording</li> <li>you can choose to purchase professional third party voice recording services package of \$55 per message up to 30 seconds. More details can be found <a href="#">here</a>.</li> </ul>	

### Information about this Service

#### Other Services

Links to the Premium UC mobile or computer app, will be supplied by the Customer Support team. The Premium UC mobile app may also be downloaded from Apple App Store or Google Play Store.

#### Other Exclusions

Desk phones and phone accessories. These are optionally available from Connexus at an additional once off cost.

Certain Desk phones and accessories may be available to agreed customers through instalment payments where customer has ordered a 2-year CloudLine service contract. Equipment supplied to You on pay by instalment basis is subject to the Pay By Instalment Terms and Conditions which can be found [here](#).

- Additional Direct-In-Dial numbers (DIDs). These are available at \$9.95 per number, paid once-off.

### Offer Limitations

#### Emergency calls

- This Service is dependent on access to the internet. If there is an interruption to your internet connection or power outage this Service will not be available. That includes dialling 000 and emergency numbers.
- This Service is not suitable for people with life threatening medical conditions that require priority assistance. Priority assistance services can be obtained here:  
<https://www.telstra.com.au/consumeradvice/customer-service/priority-assist>

### Restrictions

This Service does not support calls to:

- Australian or International Premium Rate numbers;
- Some operator-assisted numbers; special service numbers and mobile satellite phone numbers;
- International destinations that are in Connexus' opinion high-risk; and
- Fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS)

### Offer Conditions

This Service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.

### Acceptable use policy

Usage is subject to the Acceptable Use Policy found on the Legal webpage: <https://www.connexus.com.au/acceptable-use-policy>

## Billing Information

### Billing Charges

Bills are sent each month to your registered email address free of charge. Should you want the bill printed and posted; a charge of \$5 applies per bill.

### Billing Date

Your bill is generated on the 28th of each month. We will bill you in advance for the Minimum Monthly Charge, usage charges are billed in arrears.

### Service Activation Date

Service Activation Date is the date your service is setup on our system.

### First Bill Charges

Your first bill will include:

- Charges for part of the month from when your service was activated until the end of that billing cycle;
- The Minimum Monthly Charge in advance for the next billing cycle; and
- Any additional charges for non-recurrent items used during that billing period (usage charges).

## Payments

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

For information on payment options, visit:

<https://www.connexus.com.au/billing>

## Important Recommendations

- When this Service is used with a desk phone or a computer-based softphone, it is not recommended to use on a wireless internet connection. We recommend this Service is used with a dedicated or shared fixed line broadband internet connection and Quality of Service (QoS) enabled modem.
- When using this service on a mobile phone app, it should be used on a mobile having a strong WiFi or 4G/5G data connection.

## Service Provider

Symbio Networks Pty Ltd is the principal carrier whose network is used to provide this service. Despite this, its related company, Internex Australia Pty Ltd trading as Connexus Internet Service is responsible for providing the Service to you.

## Equipment

- To use this Service, you need high-speed internet access and a SIP capable device or softphone application. These can be optionally purchased from Connexus at an additional cost.
- Connexus supplied equipment is programmed to operate only in connection with the Connexus Service

## Other Information

### Access to usage information

To access your call usage, please contact us through <https://connexus.com.au/support-enquiry>

### Supplier name and Customer Service contact details

Internex Australia Pty Ltd t/a Connexus Internet Service (ABN: 83 070 275 722)

Customer Service: **1800 430 944**. Mon-Fri: 8:00am to 6:00pm AET. Outside Business hours please submit an online support request:

<https://www.connexus.com.au/support-enquiry> **How to access**

**our dispute resolution process** If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at:

<https://www.connexus.com.au/complaints-policy>

### TIO contact details

If you have exhausted all avenues for resolving your complaint within Connexus, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit: <http://www.tio.com.au/about-us/contact-us> **Full**

### legal terms and conditions

This document is a summary only, the full legal terms and conditions are available here <https://www.connexus.com.au/legal> The above information is based on the standard service offering and is only a summary. On occasion, Connexus, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.