Critical Information Summary
Hosted Voice

Plans	Unlimited
Monthly Charge (ex GST)	$25
Local Calls	Included
National Calls	Included
Mobile Calls	Included
13/1300 Calls	35c per call
Contract Term	1 Month
Minimum number of services	1
Total Minimum Cost	$25

Information about the service
Hosted Voice is a VoIP (Voice over Internet Protocol) service which delivers tier-one telephone service combined with a web-based portal to manage your system.

Availability
This service is available anywhere we can supply you with an internet connection.

Requirements
You will need the following:
- active and reliable business grade internet connection
- compatible IP handsets

Exclusions
The following products are not compatible with this service:
- Calls to Premium 1900 numbers
- Analogue services such as HICAPS, Eftpos, and Back to Base Alarms

Minimum Term
- This service is supplied on a month-to-month term.

Conditions
Service may be restricted, suspended, or terminated if:
- You fail to pay your bill.
- You abuse our team.

- You breach our terms and conditions or fair use policy which can be found at www.ucpath.com.au/agreements

Additional Pricing Information
Activation Fee
There is no activation fee for this service.

Optional Add Ons:
Fax2Email $5 per month
Premium UC Client $6 per month

Direct Inward Dialling Costs
DID numbers bypass the operator or receptionist and connect directly to the person's extension.

1 DID: $2 per month
10 DID: $10 per month
100 DID: $30 per month

Hardware Fees
You can bring your own compatible and unlocked hardware or purchase them from UcPath.
Chat with our team on 1300 882 888 for both outright and financed hardware options.

International Call Costs
For International call rates or eligible countries visit www.ucpath.com.au/hv_international_rates

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Paper Invoice Fee

Paper invoices incur a fee of $2.20. Receiving your invoice via email does not incur a charge.

Installation Options

Installation is a one-time cost and performed during standard business hours.

Remote Installation:

Pre-configure main system & Number Porting	$500
Configure user extension	$50 per

Professional Installation:

On-site install & Number Porting	$1000
Configure user extension	$50 per

Payment Options & Fees

Direct Debit Bank Account	$0.00
BPAY	$0.90
Australia Post	$3.00
Cheque	$2.00
Visa	1.60%
Mastercard	1.60%
American Express	2.75%
Diners Club	2.75%

All credit and debit card processing fees are charged as a per percentage of the total invoice and added to the following bill cycle.

Late Payment Fee

Late or dishonoured payments incur a one-time fee of $15 per event.

Early Termination Charges

There are no early termination charges for this service. If the service is disconnected or ported out within a billing cycle, the final bill will consist of the full monthly service charge plus any non-included usages and outstanding hardware charges.

Support

We have an all Australian-based team who can help you with any support, account, or sales enquiries. Please contact us via any of the below channels:

Phone:	1300 882 888
Email:	support@ucpath.com.au
Website:	www.ucpath.com.au/support

Our support hours are standard business hours Monday to Friday 9am to 5:00pm excluding public holidays.

Complaints

If you are unhappy with the service you have received from us, please first contact our escalations manager at:

Phone:	02 9816 9810
Email:	escalations@ucpath.com.au

Ombudsman

If you are still unsatisfied with the outcome of your complaint you can contact the Telecommunication Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting their website at www.tio.com.au/making-a-complaint

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