

Critical Information Summary

3CX Hosted

	1SC	2SC	3SC	4SC	5SC	6SC
Monthly Charge (ex GST)	\$50	\$100	\$150	\$200	\$250	\$300
Concurrent Calls	1	2	3	4	5	6
Suitable For	2 users	4 users	6 users	10 users	15 users	20 users
Local Calls	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
National Calls	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Mobile Calls	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
13/1300 Calls	35c per call	35c per call	35c per call	35c per call	35c per call	35c per call
Contract Term	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month
Total Minimum Cost	\$50	\$100	\$150	\$200	\$250	\$300

Information about the service

3CX Hosted is a bundled phone system solution that includes the 3CX software, phone lines, and hosting in an Australian data centre under a single monthly plan. The service operates on 3CX Multi-Tenant and provides phone, video, and messaging functionality.

Availability

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

Requirements

You will need the following:

- business grade internet connection
- static IP address
- compatible devices (IP Phone, mobile app, or desktop client)

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

Direct Inward Dialling

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

Additional Hardware

You can bring your own compatible and unlocked hardware or purchase them from UcPath.

International Call Costs

For International call rates or eligible countries visit www.ucpath.com.au/international-calling-rates

Paper Invoice Fee

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

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Installation Options

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

Remote Installation:

Setup 3CX & Number Porting	\$500
Staff training	
Configure user extensions	\$50 each

Professional On-site Installation:

Setup 3CX & Number Porting	\$1000
Install phone devices	
Staff training	
Configure user extensions	\$50 each

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	1.90%
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