

## Critical Information Summary

### Cloud / Hosted PBX

## Information About the Service

Simtex Hosted Phone System is a comprehensive telephony platform that provides an enterprise-grade phone system for your business. With Simtex you can take advantage of the latest PBX features at sensible prices.

### Service Requirements

In order to use the Simtex Cloud / Hosted PBX services you will require an active internet service and a network router. Some handsets require a separate power supply or plug-pack if you are not using an 802.3AF or 802.3AT compliant Power over Ethernet (PoE) network switch.

### Service Availability

Simtex services are available Australia wide.

### Minimum Term

1 month.

## Information About Pricing

Plan Name	Minimum & Maximum Monthly Charge	Total Minimum Price (1 month Contract)
Cloud PBX Plan A	\$19.95	\$19.95
Cloud PBX Plan B	\$9.95	\$9.95

	Cloud PBX Plan A	Cloud PBX Plan B
Call Type	Call Charge	Call Charge
Local and National	\$0.093 untimed	\$0.1026 untimed
Calls to Mobile	\$0.146 per min	\$0.238 per min
13 / 1300	\$0.241	\$0.291
International	<a href="#">International Rates</a>	<a href="#">International Rates</a>
Included Call Credit	\$10.00	\$0.00
Minimum Charge Per Call	\$0.015	\$0.015

### Early Termination and Plan Change Fees

30 days' notice is required for all cancellations. No plan change fees are applicable.

## Other Information

### Usage Information

Simtex customers can view and track call usage by going to <https://myaccount.zetta.net.au>

### Customer Service Contact Details

You can contact the Simtex customer support team for any service and account support by emailing [support@simtex.com.au](mailto:support@simtex.com.au) or calling 1300 888 519 between 6am and 6pm WST Monday to Friday (excluding National public holidays).

On-call engineers are available 24/7 outside of business hours.

Refer to our Contact page for full details - [www.simtex.com.au/contact/](http://www.simtex.com.au/contact/)

### Dispute Resolution Process

At Simtex we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service. In such case, please refer to our [Dispute Resolution Process](#).

### Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by Simtex using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)