

## CALLNET ADVANCED PBX VALUE PLANS

Callnet's Advanced PBX plans offer robust VoIP phone system solutions with a fixed monthly fee, giving businesses powerful communication tools without unpredictable costs. Designed for scalability and efficiency, these plans include essential features such as auto-attendant, call routing, voicemail-to-email, call queues, and real-time analytics. Whether you're a small team or a growing enterprise, Callnet's Advanced PBX ensures professional call handling and improved customer experience. Our expert team handles installation, configuration, and ongoing support—so you can focus on your business while we take care of your communications.

\* All prices are exclusive of GST

### Advanced PBX Value

Monthly Access Fee

**\$39 per user / per month**

Call Rates

**National & New Zealand - Included**  
**Mobile National & New Zealand - Included**  
**13/1300 - \$1.00 per call**

Minimum Contract  
Term

**12 Months**

DIDs

**1 DID - \$2.50**  
**10 DID Block - \$20.00**  
**100 DID Block - \$39.00**

A DID Block consists of numbers arranged sequentially within a specified range (e.g. xx xxxx xx10 - xx xxxx xx19).  
Single numbers that do not belong to a block are billed at the rate of one DID per number.

Setup Fees

**Price on Application**

Price varies depending on several factors, including the type of phone system and the complexity of the setup.

Porting Fees

**\$0 if DIDs are with Callnet**  
**\$199 if DIDs are with another provider**

The listed price covers up to 100 numbers. If you need to port more than 100 numbers, additional fees will be discussed with you prior to submitting the order.

Early Termination  
Charge

**Price on Application**

Price varies depending on several factors, including numbers of users and numbers of months remaining in contract

### Advanced PBX Features

- Auto Attendant (IVR) - greets callers and routes them based on custom menus
- Ring Groups and Call Queues - ring multiple users at once or in sequence, manage high call volumes with hold music (customisable) and custom queue messages
- Voicemail to Email - receive voicemail messages directly to your email
- Admin Portal Access - access for managers to manage system
- Time-Based Routing - set different routings for business hours, after-hours, weekends and holidays
- Each user can have up to 3 phones - Yealink phone, web-based softphone and mobile app

## Service Information

Callnet Advanced PBX plans are post-paid, cloud-hosted voice calling solutions designed for businesses seeking a professional-grade phone system with flexible features. An Advanced PBX license is required for each user, with a 12-month minimum service term. Pricing is fixed for the duration of the term but may be subject to revision upon renewal based on vendor pricing or system upgrades.

## What Is Included?

This service includes a tailored Advanced PBX system setup, complete with company-specific configuration, initial onsite or remote support, and ongoing maintenance to ensure your phone system remains secure, updated, and fully functional. It also includes calls to national and New Zealand landlines and mobiles.

## Minimum Term of Service

The minimum term for this service is 12 months, billed monthly. As your contract approaches renewal, we will reach out to inform you and confirm your willingness to continue for another 12 months. You will also be notified of any price increases at that time.

## Setup Fees

The setup fee for this service is determined on a price-on-application basis, as it varies depending on factors such as number of users and the complexity of the setup. A setup fee will be confirmed in your paperwork.

## Termination Fees

To cancel your Advanced PBX service, you must notify us in writing via email. An Early Termination Fee may apply, which is calculated based off the number of months remaining in your contract and the number of users.

## Installation and Training

The setup fee for your plan covers comprehensive onsite installation, configuration, and staff training. If preferred, training can also be provided through detailed documentation, and is available for remote employees as well. Additionally, Callnet can assist with installing and provisioning the web-based softphone and mobile apps.

## Simultaneous Calls

With Advanced PBX, the number of simultaneous calls your business can make or receive is based on the number of users on your plan. Each user enables one concurrent call path, allowing for efficient scaling as your team grows.

## Phone Options

Advanced PBX is compatible with Yealink model phones only (subject to expansion), web-based softphone or mobile app. Various models of Yealink desk phones are available for purchase through Callnet. Existing handsets may be used, depending on their compatibility with Callnet's systems. A suitability test will be performed to verify that the current hardware can function effectively with Callnet's infrastructure, ensuring optimal performance and a smooth transition.

## Optional Extras

Call Recording Only - \$5 per month/per extension  
Call Recording + Transcription - \$8 per month/per extension  
Call Recording, Transcription + Analysis - \$10 per month/per extension  
Call Transcription Recording Usage - \$0.03 per minute

## Service Charges

Service charges commence from the day Callnet activates your service. Your first bill will be pro-rated from the activation date to the 27th of the month, and will also include a month in advance. As a result, your initial bill may be higher than your regular monthly plan fee. After the first month, your bill will return to the standard monthly charge for your plan.

## Billing Information

You will be billed on the 28th of each month for the full monthly plan fee based on your selected plan(s). The billing period covers from the 28th of the current month through to the 27th of the following month. You will receive your bill via email approximately 3-5 days after the 28th.

## Payment Information

You can pay your monthly charge(s) by BPay, Credit Card, Australia Post Billpay, Cheque, Direct Deposit or Direct Debit, with payment due by the 15th of each month. To set up Direct Debit, please contact our Customer Support team.

If payment is not made by the due date, a \$10.00 late payment fee will be applied to your next bill. If you are experiencing financial hardship, please reach out to our Customer Support team to discuss available options.

## Fair Use Policy

You are required to comply with our Fair Use Policy and refrain from using your services in an unreasonable or fraudulent manner, or in a way that negatively impacts the integrity of the network. If you breach the Fair Use Policy, we may take action, including suspending or cancelling your service. You can view our Fair Use Policy on our website at [www.callnet.com.au/legal](http://www.callnet.com.au/legal)

## Special Promotions, Extras and Subscriptions

This summary doesn't include information on special promotions, optional extras, or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras, and subscriptions.

## Other Information

### Customer Service

We have an Australian-based team ready to assist you with any technical support, account queries, or sales questions. Our Customer Support team operates Monday - Friday 9am - 5pm.

### Complaints

If you are not satisfied with your service, you can follow our dispute resolution process. For more information, please view our Complaints Handling Policy at [www.callnet.com.au/legal](http://www.callnet.com.au/legal)

### Ombudsman

If you remain unhappy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be reached by calling 1800 062 058 or by visiting the TIO website at [www.tio.com.au/complaints](http://www.tio.com.au/complaints)

### Callnet Pty Ltd

8 Devon Street  
South Burnie TAS 7320  
P: 1300 743 437  
E: [hello@callnet.com.au](mailto:hello@callnet.com.au)