



Critical Information Summary

Products: Switchvox Cloud, Switchvox as a Service

The **Switchvox as a Service** is a phone system for your business comprising a cloud based unified communications solution Software only Subscription Services. Customer will require to bring their own SIP trunk.

The **Switchvox Cloud** is a phone system for your business comprising a cloud based unified communications solution with Carriage services/calling plan included.

Information about Service

Switchvox Cloud solution is a hosted platform delivering telephony features via VoIP. Voice calls are transported over a data network via a Local Area Network (LAN) or directly via the Internet. This, in turn, connects back to the Fonality data centre which is a cloud environment.

PABX server hosting and maintenance: Your PABX server is hosted and managed by Fonality Pty Ltd, A Sangoma Company.

Emergency Calling: Communication between your hosted phone system and handset/softphone relies on your internet connectivity as data needs to be carried from your device to your phone system. All calls including Emergency calling "000" will not work if there is no internet.



PLANS (ALL PRICE INCLUDING GST)

Switchvox as a Service

Product	SKU	Price	Term	Price	Term
Switch vox as a service User License	SV-AU User License	\$11	24	\$9.90	36
SV-AU User Activation	SV-AU User Activation	\$11	24	\$0	36

Switchvox Cloud

Product	SKU	Price	Term	Price	Term
User License - Switchvox cloud Bundle – Includes unlimited Local, National and Mobile calls	User License - SV Cloud	\$27.50	24	\$19.80	36
SV-AU User Activation (Cloud Bundle)	SV-AU User Activation (Cloud Bundle)	\$27.50	24	\$0	36
Additional Phone Number Port setup charge (Simple Ports from Telstra/Optus (once off)	SV-AU - Simple Number Port	\$55 .00	24	\$0	36
Additional Phone Number Port setup charge (Complex Ports from Telstra/Optus (once off)	SV-AU - Complex Number Port	\$132.00	24	\$0	36
1300 Numbers setup Charge (Once off)	SV-AU - 1300 Number Setup	\$77.00	24	\$44.00	36
1800 Numbers setup Charge n (Once off)	SV-AU - 1800 Number Setup	\$77.00	24	\$44.00	36
1300 Number Monthly	SV-AU - 1300 Number Setup	\$22.00	24	\$16.50	36
1800 Number Monthly	SV-AU - 1800 Number Setup	\$44.00	24	\$33.00	36

Inbound calling charges applies to 1800 and 1300 numbers @6.60c/minutes.



Handset/ Hardware Rental

Product	SKU	Price	Term	Price	Term
Sangoma Phone, P310, 2-Line SIP with HD Voice, 2.4 Inch Color Display	Sangoma P310 Monthly - Int'l	\$8.81	24	\$7.05	36
Sangoma Phone, P315, 2-Line SIP with HD Voice, Gigabit, 2.4 Inch Color Display	Sangoma P315 Monthly - Int'l	\$11.00	24	\$8.81	36
Sangoma P320, 4-Line, HD Voice, Gigabit Ethernet, 1 x USB, 4.3" IPS Color Display	Sangoma P320 Monthly - Int'l	\$13.20	24	\$10.56	36
Sangoma P325, 6-Line, HD Voice, Gigabit Ethernet, 1 x USB, 4.3" IPS Color Display	Sangoma P325 Monthly - Int'l	\$16.50	24	\$13.20	36
Sangoma P330, 12-Line, HD Voice, Gigabit Ethernet, 2 x USB, BT, Wi-Fi, 4.3" IPS Color Display	Sangoma P330 Monthly - Int'l	\$22	24	\$17.61	36
Sangoma P370, 16-Line, HD Voice, Gigabit Ethernet, 2 x USB, BT, Wi-Fi, 7" (800x1280) Touch screen IPS Color Display	Sangoma P370 Monthly - Int'l	\$33.00	24	26.40	36
DECT Europe Combo: D10M Handset and DB20E Base Station, EU/UK	Sangoma DECT Base w Handset (Kitted) Monthly - Int'l	\$22.00	24	\$17.61	36
Expansion module, 20-keys, 3-pages, sidecar for P-series phones	PM200 Expansion Module Monthly	\$11.00	24	8.81	36
D10M DECT Extra Handset (Universal Handset)	SV-AU DECT Handset Only Monthly	\$11.00	24	\$8.81	36



Handset Buy Outright

Product	SKU	RRP
Sangoma Phone, P310, 2-Line SIP with HD Voice, 2.4 Inch Color Display	Sangoma P310 Desk Phone - Int'l	\$130.90
Sangoma Phone, P315, 2-Line SIP with HD Voice, Gigabit, 2.4 Inch Color Display	Sangoma P315 Desk Phone - Int'l	\$163.90
Sangoma P320, 4-Line, HD Voice, Gigabit Ethernet, 1 x USB, 4.3" IPS Color Display	Sangoma P320 Desk Phone - Int'l	\$248.60
Sangoma P325, 6-Line, HD Voice, Gigabit Ethernet, 1 x USB, 4.3" IPS Color Display	Sangoma P325 Desk Phone - Int'l	\$290.40
Sangoma P330, 12-Line, HD Voice, Gigabit Ethernet, 2 x USB, BT, Wi-Fi, 4.3" IPS Color Display	Sangoma P330 Desk Phone - Int'l	\$387.20
Sangoma P370, 16-Line, HD Voice, Gigabit Ethernet, 2 x USB, BT, Wi-Fi, 7" (800x1280) Touch screen IPS Color Display	Sangoma P370 Desk Phone - Int'l	\$544.50
DECT Europe Combo: D10M Handset and DB20E Base Station, EU/UK	Sangoma DECT DC 201 - Int'l	\$229.90
Expansion module, 20-keys, 3-pages, sidecar for P-series phones	Sangoma PM200 Expansion Module - Int'l	\$218.90
D10M DECT Extra Handset (Universal Handset)	Sangoma DECT Handset - Int'l	\$108.90
P-Phones Power Brick		\$22.00

Fine Print:

- All Prices listed are including GST
- Min users Switchvox cloud SAAS Subscription 5; Min Users Switchvox Cloud is 3
- Price listed are in RRP.
- Switchvox Cloud bundle includes unlimited calling to Australian Local, National and Mobile. Fair use policy applies. https://www.fonality.com.au/legal/fair_use_policy
- Fonality, a Sangoma Company reserves right to change prices without prior notice.
- All Supply of services are subject to Fonality terms of services

<https://www.fonality.com.au/fonality-connect-terms-and-conditions>



Technical Support: Business hours general support from 9am to 6pm AEST on business days and 24/7 emergency support.

This offer is for a minimum initial term of 24 months and will renew for another 24 months unless Fonality is notified in writing. The offer is available on a "cancellable" and "non-cancellable" basis subject to the terms and conditions located at:

<https://www.fonality.com.au/fonality-connect-terms-and-conditions>

Telecommunication Ombudsman (TIO)

The Telecommunications Industry Ombudsman may be contacted as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/about-us/contact-us>

Postal address: at PO Box 276, Collin Street West VIC 2007