

CRITICAL INFORMATION SUMMARY

ConnectYou Hosted PBX | Premium



INFORMATION ABOUT THIS SERVICE

ConnectYou is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Harbour ISP or by another service provider.

Bundling

In order to access the Service, you [may] need a dedicated or shared fixed line broadband Internet connection, such as ADSL 2+, NBN, SHDSL or Fibre service.

Mandatory Components

You will need a broadband modem for the service to work. We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

Minimum Contract Term

The service is available with no minimum term, 12 or 24 month terms.

Important Conditions

Harbour ISP plans provide you with a PBX license with access to all standard PBX features. If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported. Additional fees apply. Harbour ISP plans do not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features.

ConnectYou is not available for telemarketing, call centre function and similar uses.

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

We will bill you in advance for the minimum monthly charge and features, and in arrears for calls.

Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Fair Use Policy applies.

INFORMATION ABOUT PRICING

The monthly charge depends on the contract length and installation fee you choose. All pricing excludes GST and is based on 1 discrete product. Additional discrete product splits are POA.

Plan	Price (Monthly)	Setup Charge (Contract months)			Inclusions	Exclusions
		0	12	24		
ConnectYou Licence (Premium)	\$35	\$199	\$99	\$0	<ul style="list-style-type: none">• PABX access license• Unlimited standard, local, national calls and calls to mobiles	<ul style="list-style-type: none">• Additional PBX features not mentioned in inclusions• Calls to 13/1300 numbers and calls to international destinations**• Premium UC Bolton

All prices quoted are inclusive of GST.

**For international calls rates visit <https://www.harbourisp.com.au/international-call-rates>

Early Termination Charge (ETC)

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract. You must provide 30 days' written notice to us to disconnect a service.

OTHER INFORMATION

Equipment

You will need to use a separate router to ensure the service is used with maximum efficiency. Contact us for recommendations and pricing options, or buy through your preferred supplier.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Invoicing Options

- Credit Card payments incur credit card fees: Visa and Mastercard 1% American Express 1.75% Diners 2.75%.
- Non-automated payments (bank deposit, EFT, cheque, money order) incur a \$2.50 account keeping fee.
- If you wish to avoid credit card or account keeping fees, charges, please select the Direct Debit option.
- A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email accounts@harbourisp.com.au

Harbour ISP Customer Contacts and Support

General Enquiries

operations@harbourisp.com.au

Contact Numbers

Tel: 1300 366 169
Fax: 1300 766 909

Postal Address

Harbour ISP Pty Ltd, Po Box 572,
MUDGEES NSW 2850

Sales

sales@harbourisp.com.au
8.30am-5.30pm Monday to Friday

Accounts

accounts@harbourisp.com.au
8.30am-5.30pm Monday to Friday

Technical Support

support@harbourisp.com.au
8:30am to 10:00pm Mon to Fri, (AEST)
and 9:00am to 10:00pm on weekends

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Harbour ISP's complaint resolution team at operations@harbourisp.com.au or call 1300 366 169.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au.

Customer Service Details

Contact our Sales Team on sales@harbourisp.com.au or call 1300 366 169 for more information about your service and to order. This is a summary only - the full legal terms for broadband services are available at <http://www.HarbourISP.com.au/terms>.