Critical Information Summary:

SoftPhone App

About the Service

SoftPhoneApp is a soft client available on Android, IoS, Windows and MAC that works in conjunction with Channel PBX to offer enhanced telephony, presence and messaging services over your internet service.

The internet service may be supplied by CommsChannel or by another service provider.

Requirements & Availability

SoftPhoneApp requires a fixed or mobile broadband internet service sufficient quality. Each user may connect via a range of options including telephone handsets, soft clients for PC, tablet and mobile phones handset dependent on the plan purchased. A range of supported telephone handsets and system requirements for soft clients is available at www.softphoneapp.com.au. Each desk telephone requires a direct Ethernet cabling and a wired Ethernet port. Each concurrent voice call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

Minimum Term

The SoftPhoneApp service is available on 24 and 36 month contract terms.

Included Features

SoftPhoneApp with FlatChat included value voice plans include a direct-in-dial geographic number (DID number), unlimited standard local and national calls, unlimited standard calls to Australian mobiles as well as a range of included features including voicemail-to-email, call waiting, presence, messaging and others. Fair Use Policy applies.

Exclusions

SoftPhoneApp 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. FlatChat plans are not available for telemarketing, call centre function and similar uses. Alternative usage based voice plans are available. To find out more please contact your account manager.

SoftPhoneApp Pricing - Monthly and Once-off Charges

Description	Monthly Charge	Establishment Fees		Total Contract Value *	
	Per User	24 Months	36 Months	24 Months	36 Months
PBX Extension with Flat Chat Call Pack, Desktop and Mobile SoftPhoneApp Client per extension & USB Headset	$31.95	$50.00	$0.00	$816.80	$1,150.20

Includes flat rate local, national, F2M (Flat rate plans are for business usage, fair use policy applies, no call centres etc.) Excluded call types such as international, 13xxx, premium numbers charged in addition as per price book). Single Geographic DID included.

* Number porting, additional number range, special number (13/1300/1800 etc.) establishment and

SoftPhoneApp C.I.S.

monthly recurring fees are not included and are subject to quotation.

Call Charges for Call Types Not Included in FlatChat Plans

International^	13/1300 & 1800
P.O.A.	13/1300 (per call) - $0.40
	1800 (per call) - $0.00

^ Please contact your account manager for international call rates and to enable international calls on your plan

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the monthly recurring charges (MRC) multiplied by the number of months remaining in the contract period. The month in which you cancel will be treated as a full month. Eg if you cancel with 5 ½ months remaining you will be charged an ETF of 6 months MRC x 50%. Establishment fees are non-refundable.

Optional Equipment, User Software and Features

A selection of optional equipment, features and user software are available, such as telephone handsets, number ranges etc. Prices will depend on the options you select, see **softphoneapp.com.au** more information or contact your account manager.

Customer Service Contact Details

You can contact your reseller in the first instance or alternatively via email at helpdesk@commschannel.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please contact your reseller account manager or email helpdesk@commschannel.com.au and put 'SoftPhoneApp Escalation Request' in the subject line.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.