

Nehos Communications

Critical Information Summary – Voice Plans

Information about the service

Voice Plans allow customers with either a VoIP enabled PBX or device to connect to Nehos via private Ethernet or Public Internet and have telephony traffic carried via IP. (Utilising Session Initiation Protocol – SIP) Nehos offers a range of Plans namely SOHO, Business1/2/5 & 20, and Enterprise Plus.

All plans offered do not depend on a bundling arrangement with other services and do not require you to take any equipment as part of the plan. However you should check with Nehos before ordering any services that your current equipment and or network that will be used to connect to the Nehos network is recommended and compatible.

Nehos Fair use policy applies and Nehos may withdraw an included Value plan at any time on 30 days notice. Full terms and conditions for these and other services are available & published <https://www.nehos.net/terms/terms.php> or can be provided from the accounts or sales department.

The Monthly recurring Charge (MRC) applicable to your selected plan will:

- Cover the call types and usage that are denoted as “included” in your plan;
- For call types and usage that are denoted as included but have a specific included dollar value or rate, include those calls types and usage up to that value or charged at that rate in a given time period; and
- Apply each month, irrespective of whether the service is used in that month.

A summary of call or value inclusions is set out in the table below (pricing stated GST inclusive)

Plan	SOHO	BUSINESS 1 (Cloud PBX)	BUSINESS 2 (Cloud PBX)	BUSINESS 5 (Cloud PBX)	BUSINESS 20 (Cloud PBX)	ENTERPRISE PLUS (SIP Trunking only)
MRC	\$10	\$25	\$99	\$55	\$200	\$150
Minimum Commitment	1 month	^ 2 or 12 months	^ 24 months	^ 2 or 12 months	^ 2 or 12 months	1 month
Outbound Lines	1 (upgradable)	1 (upgradable)	2 (upgradable)	4 (upgradable)	20 (upgradable)	10 (upgradable)
Inbound Channels	\$5 per channel	\$5 per channel	\$5 per channel	\$5 per channel	\$5 per channel	\$5 per channel
Unlimited Australia Calling^	N/A	N/A	Included ^	\$38.50 per extension ^	\$38.50 per extension ^	N/A
Local Calls	\$0.12 capped	\$0.10 capped	\$0.00 capped	\$0.10 capped ^^	\$0.10 capped ^^	\$0.10 capped
National	8c/min	10c capped	\$0.00 capped	10c capped ^^	10c capped ^^	10c capped (\$150 included with mobiles + local)
Australian Mobiles	28c/min *	15c/min	\$0.00 capped	15c/min ^^	15c/min ^^	15c/min *
13/1300	25c capped	25c capped	25c capped	25c capped	25c capped	25c capped
International	See rate Card	See rate Card	See rate Card	See rate Card	See rate Card	See rate Card
All other call types	See rate Card	See rate Card	See rate Card	See rate Card	See rate Card	See rate Card
Individual Australian Direct in Dial number (DID)	1 (upgradable)	1 (upgradable)	2 (upgradable)	4 (upgradable)	20 (upgradable)	10 (upgradable)
International Direct Dial numbers	See rate Card	See rate Card	See rate Card	See rate Card	See rate Card	See rate Card

All services that are not denoted as “included” in the included value plan are excluded from the Monthly Recurring Charge (Excluded Services), including calls made in excess of any included specified dollar value or other calls of any type, which

are charged at the rates outlines in the included value plan. Any service used in breach of Nehos Fair Use Policy is also an Excluded Service. You must pay charges for all Excluded Services as set out in the included value plan or as otherwise indicated at a given time.

^ Unlimited Australia outbound calling is not available on SIP trunking or SOHO plans. Unlimited calls applies to outbound Australian Fixed and Mobiles only and does not include special, 13/1300/1800 or international numbers destinations. Subscription to Unlimited calling is applied to all extensions regardless whether they are used or not. Initial period is a 24 month commitment and subject to fair use policy. This option is not available to call centres or accounts that behave as a call centre(s).

^^ Call rate is \$0.00 if subscribed to the Unlimited Australia option

* A minimum of 1 minute is charged per timed call, thereafter calls will be charged per second. All other plans are charged per minute unless specified.

Information about Pricing

Voice Plans	Minimum Charge	Included Value	GST incl
		Local / National / Aust Mobiles	Total MRC
	Per Month	Per Month	Per Month
SOHO	\$10.00	\$10.00	\$10.00
BUSINESS 1	\$20.00	\$0.00	\$20.00
BUSINESS 2	\$99.00	Unlimited	\$99.00
BUSINESS 5	\$55.00	\$0.00	\$55.00
BUSINESS 5 (with Unlimited Australia Option on 4 extensions)	\$209.00	Unlimited	\$209.00
BUSINESS 20	\$200.00	\$0.00	\$200.00
BUSINESS 20 (with Unlimited Australia Option on 20 extensions)	\$970.00	Unlimited	\$970.00
Enterprise +	\$150.00 [^]	\$150.00 [^]	\$150.00 [^]

[^] Enterprise + and SOHO, the included value is total amount accumulated spend from all local, national and Australian mobile calls. Once this amount exceeded calls are as standard rates for this plan.

If the service is terminated before the minimum notice period of one calendar month a early termination charge may apply, calculated as:

- (i) The monthly recurring charge x 1; and
- (ii) Any rebates, credits, refunds or discounts provided to you in respect of the service.

Example Mobile call cost:

Plan	SOHO ^{^^}	BUSINESS 1	BUSINESS 2	BUSINESS 5	BUSINESS 20	ENTERPRISE PLUS ^{^^}
	\$0.56 (First \$10.00 incl)	\$0.30	\$0.00	\$0.30	\$0.30	\$0.30 (First \$150.00 incl)
Unlimited Australia Option	N/A	N/A	\$0.00	\$0.00	\$0.00	N/A

^{^^} Enterprise Plus

Within this included value plan if you restricted your use solely to standard National Mobile Calls each of 2 minutes in duration, you could make 500 calls. After this inclusive limit calls will be charged as plan rate card.

^{^^} SOHO

Within this included value plan if you restricted your use solely to standard National Mobile Calls each of 2 minutes in duration, you could make 17 calls. After this inclusive limit calls will be charged as plan rate card.

Other information

You can obtain information regarding the call usage details for your service by logging into your user account on Nehos customer login portal <https://my.nehos.net/login.php>

If you have a customer service issue, please contact our help desk. If you are not satisfied with our services, you have the right to make a complaint against us. Information on our internal complaint process can be found here <https://www.nehos.net/terms/complaint.php>

If you wish to refer you're complaint to the TIO after exhausting the Nehos internal complaint process, you can do so by calling 1800 062 058 or by logging a complaint at www.tio.com.au

Nehos Communications Contact Information

Sales, Support and Accounts are available from 9am to 5pm, Monday to Friday EST, excluding national public holidays.

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