

Terms and Conditions for Hosted PBX Services

Mytel's Standard form of Agreement (SFOA) describes the general terms and conditions under which Mytel offer you, the customer, goods and services. The definitions supplied in the SFOA apply to this document.

The Mytel Hosted PBX product is offered to you in accordance with the SFOA and the supplementary terms and conditions as stated in this document. Your request of the Mytel Hosted PBX product constitutes acceptance of both the SFOA and supplementary terms and conditions in this document and other supplementary terms and conditions where applicable.

The following Terms and Conditions form an Addendum to the SFOA and are specific to the Hosted PBX Product:

1. Ordering your Hosted PBX

- 1.1 Ordering of a Hosted PBX system shall only occur via methods approved by Mytel. All standard Hosted PBX systems must be ordered using Mytel's approved Hosted PBX Setup Form.
- 1.2 Signed Hosted PBX Account and System Setup Forms must be submitted in order to commence the system provisioning process.
- 1.3 Provisioning of your Hosted PBX system will occur within 5 business days of your order entering system provisioning.
- 1.4 Mytel offers a range of standard Hosted PBX system choices. Non-standard Hosted PBX system requests are supported however they attract a higher setup fee than standard. Mytel will use its ultimate discretion in determining the amount of any non-standard setup charge. These charges will be disclosed to you prior to entering your system request into provisioning. You must provide your agreement to these charges before your application will be submitted to provisioning.
- 1.5 In the event that you request an amendment to the system configuration during the system provisioning period Mytel may, at its discretion, reset the 5 business day provisioning start date, thus delaying the availability of your system.

2. Hosted PBX Features

- 2.1 Mytel's Hosted PBX product brochure describes the full list of features supported by the Hosted PBX system.
- 2.2 Some features may require the use of Mytel recommended hardware together with software firmware upgrades to enable you to access all Hosted PBX features.
- 2.3 Feature requests outside of the standard product may be available (eg the use of third party applications) however the problem free operation of these features is not guaranteed. Furthermore Mytel may, at its discretion, refuse to provide support for non-standard hardware and / or charge a support fee in relation to assisting you with configuration of unsupported features or hardware.
- 2.4 Time dependent features for Hosted PBX Services including but not limited to changes in call routing are based on Australian Eastern Standard Time and Daylight Savings settings where applicable. All times provided to Mytel are applied to your Hosted PBX Service as AEST.
- 2.5 Some complex Local Area Network environments may necessitate re-engineering. Mytel will advise you of the need for re-engineering if necessary and discuss the options for completing this work with you before proceeding.

3. Supported Hardware

- 3.1 Mytel recommend the use of Snom IP Phones and / or Polycom IP Phones for Mytel's Hosted PBX system. Only the Snom 320 and higher models have 12 configurable line indicator lights and therefore some environments may require the use of this phone in order to support all features.
- 3.2 Other IP Phone brands have been tested with Mytel's Hosted PBX system however not all advanced features have been found to work fault-free with other brands of IP Phones.
- 3.3 Cisco IP Phones with model numbers 7940 and above require a SIP firmware image load. Mytel offers a firmware flashing service in this regard at an additional cost of \$80 inc gst plus \$10 inc gst per phone.

- 3.4 A business grade Power over Ethernet (POE) switch and Quality of Service (QOS) enabled router are recommended but not a pre-requisite for installation.

4. On Site set up issues (LAN Issues)

- 4.1 Installation is typically completed by:
- the customer with telephone based assistance from Mytel's support team; or
 - an onsite Certified Mytel installer.
- 4.2 Where an onsite installation is requested the Mytel certified installer will charge an installation fee directly to the customer. Please note that Mytel does not warrant the quality of the installation service conducted by third parties.
- 4.3 Mytel recommends the use of business grade networking hardware and qualified networking technicians to avoid potential network performance issues.

5. Mytel Technical Support Service

- 5.1 Mytel provides free phone and email based technical support in respect of standard system configuration issues but does not attend onsite without charging a fee.

Post Installation Fault Finding Period

- 5.2 Following the provisioning of your Hosted PBX system we recommend that you test the call flow and other features of the system. If your tests reveal that the system has not been provisioned in accordance with the Hosted PBX Setup Form we recommend that you advise Mytel support of the issue via email (support@mytel.net.au).
- 5.3 Mytel provides a 14 day post installation fault finding period with every Hosted PBX provisioned. During the 14 day fault finding period minor adjustments to the following features are available without charge:
- call flow;
 - action time outs;
 - choice of music on hold;
 - inbound Caller ID presentation;
 - DID assignment; and
 - voicemail or call forward settings

Amendments to your Hosted PBX system requiring re-engineering

- 5.4 Should you require changes to your Hosted PBX system which necessitate re-engineering Mytel will supply you with a Request for Change (RFC) Form within which the re-engineering request is to be described.
- 5.5 A charge will apply in respect of re-engineering. Your Mytel sales representative will advise you of these charges and obtain your authorization before proceeding to submit your request to the engineering team.

6. Sundry

- 6.1 A single 1300 number is provided free of monthly access charge. Additional 1300 numbers are available at and attract an access fee of \$10 per number per month. Inbound call rates on all 1300 numbers are charged according to Mytel's standard inbound 1300 charges, as stated on the Mytel website. Please also see Supplementary Terms and Conditions of Mytel's 1300 services.
- 6.2 Mytel's Hosted PBX service is available via a Wide Area Network (TLAN service). For further details please refer to Mytel's TLAN Product Description and Supplementary Terms and Conditions related to this service.