

# **Supplementary Terms and Conditions for the Mytel Hosted PBX Bundle Offer**

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 Bundle Offer 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 Bundle Offer 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 Bundle Offer.

## **1. Contract Term**

- 1.1 The customer must maintain a Hosted PBX plan and 1 IP Office plan per discounted handset for the duration of the contract period.
- 1.2 The contract period of 6 months begins on the date the hardware is dispatched from our premises. If a customer wishes to cancel an IP office extension or Hosted PBX service before the 6 month term expires, the customer is required to pay the balance of monthly access fees for remaining months.
- 1.3 The minimum total cost of the contract is determined by summing the cost of the bundle offer, the monthly Hosted PBX fee, and one IP Office extension per handset. Call costs and other account charges still apply. The minimum total cost of contract for each bundle offer is:
  - a) Business Lite 4: \$1000.80
  - b) Business Lite 6:\$1462.20
  - c) Business Lite 10:\$2097.00
  - d) Business Pro 4:\$1360.80
  - e) Business Pro 6:\$1876.20
  - f) Business Pro 10:\$2907.00

## **2. Customer Obligations**

- 2.1 All Hosted PBX Bundle hardware must be used in conjunction with the Mytel Hosted PBX service.
- 2.2 Customers must follow all installation instructions and user guides as directed or provided by Mytel.
- 2.3 At all times during the contract period, customers must maintain a number of IP Office extensions that is equal to or greater than the total number of handsets purchased under this offer.

## **3. Breach of Terms**

- 3.1 Mytel reserves the right to cancel a customer's service if the customer is found to be in breach of the general Terms and Conditions and/or Hosted PBX Bundle Terms and Conditions.

## **4. Bundle Offer**

- 4.1 This offer is only valid to new Hosted PBX customers. This offer cannot be redeemed by an existing Mytel Hosted PBX customer unless accompanied with an order for an additional Hosted PBX and additional IP Office extensions.

## **5. Hardware and Technical Requirements**

- 5.1 The hardware purchased under this agreement cannot be used in conjunction with Mytel's Hosted PBX Call Centre plan.
- 5.2 The Linksys AG 300 router included in the hardware bundle must be used with this solution.
  - 5.2.1 Mytel reserves the right to refuse to provide technical support to customers who does not use the prescribed router.
  - 5.2.2 In all cases where a customer is purchasing a bundle offer with 6 or more handsets, the customer must have a dedicated IP connection for VOIP with an acceptable Internet Service Provider (ISP).
  - 5.2.3 Mytel does not guarantee call quality in cases where customers ignore this minimum internet connection quality requirement.
  - 5.2.4 Where the minimum IP connection standards are not met, Mytel reserves the right to refuse to provide the customer with technical support.
- 5.3 Any onsite support provided by Mytel to you will be subject to staff availability and will be charged at standard Mytel engineering rates.

## **6. Phone Locking**

- 6.1 All phones provided to customers under this offer are locked to a particular extension on Mytel's service. An unlocking fee of \$100.00 inc gst per phone is payable if the customer requests the unlocking codes. Unlocking is only available to customers who have passed the initial 6 month contract period.

## **7. General Terms**

- 7.1 All normal credit checks will be carried out on new Hosted PBX Bundle customers.
- 7.2 Mytel reserves the right to refuse sale of this offer to any customer for any reason it deems reasonable.
- 7.3 Your acceptance of this offer occurs upon receipt of completed and signed setup form. All sales are final and no cooling off period applies. The Mytel 30 day money back guarantee does not apply to this offer.