

Service Information

UX Communications provides a Hosted PBX (Phone system) service that enables businesses to place and receive calls over an internet connection. This cloud-based solution includes advanced features like call routing, IVR menus, call queues, and ring groups. Users can manage their service through an online portal, which also offers usage and call flow insights.

Included Features

- Full call routing capabilities, including IVR menus, call queues, ring groups, and more.
- Access to an online portal for call management and usage monitoring.

Pricing and Billing Information

All pricing is AUD and excludes Gst

Service Limitations

- Requires an active internet connection. Call quality depends on internet stability.
- Does not support 1900 premium numbers.
- Caller ID display cannot be guaranteed for international calls.
- No battery backup is provided for network equipment; calls (including emergency services) will not work during a power outage.

Additional Information

- The Monthly Access Fee is the minimum amount you pay each month and includes one concurrent call.
- Timed calls are billed in 1 second increments and rounded up to the nearest cent.
- Included calls are subject to our Fair Use Policy (FUP) not for telemarketing business purposes (Available on our Website – Our Customer Terms)
- Calls not shown, such as calls to international numbers, premium numbers, directory assistance, are charged in addition to the Monthly Access Fee.
- Charges to premium numbers are set by the number provider.
- International call rates may be subject to change without notice.
- All pricing shown is Exclusive of GST.

Inclusions	UX EVERYDAY	UX ONE
Monthly Access Fee (per user)	\$45.00	\$85.00
Local Calls	Included	Included
STD/National Calls	Included	Included
Fixed to Mobile	Included	Included
Calls to 13/1300	35c per call	35c per call
Mobile Licence	Included	Included
Desktop Licence	Included	Included
Direct In Dial (Fixed)	Included	Included
Direct in Dial (Mobile)	+ \$15.00 per number	Included
Advanced Admin Features (call reporting)	Not included	Included
SMS	N/A	200 included then 11c per SMS
MMS	N/A	Inbound & Outbound = \$.60c

INBOUND PLANS	1300	1800
Activation Fee	\$80.00	\$80.00
Monthly Access Fee	\$25.00	\$25.00
Local per minute	9.0c	9.0c
National per minute	9.0c	9.0c
Mobile per minute	9.0c	9.0c
13 & 18 ACMA Number Monthly Government Fee	\$875.00	\$875.00

DID (NUMBER HOSTING) PLANS	DID (FIXED)	10 NUMBER RANGE	100 NUMBER RANGE	DID (MOBILE)
Monthly Access Fee	\$5.00	\$15.00	\$65.00	\$15.00

Please note – Pricing varies on DID plans depending on which UX BUNDLE is selected

*All calls plans and services are subject to our [fair use policy](#)

Advanced Features

Fax-to-email (VFax) is \$15.00 per fax-to-email PBX object per month. Integrations (CRM, API, Webhooks, Zapier) are additional per user per month. All integration features are activated with one subscription for the entire account, with pricing calculated automatically based on user count. Call recording storage plans can be selected for your call recordings or archived at no additional cost to an active Google account of your choice.

Additional pricing information

Minimum term: As per service order form. No requirement to bundle anything with this service. If included call, SMS, or call recording storage value is fully used within a calendar month, excess usage charges will apply. Any unused value does not roll over to the next month. Porting fees are included on number porting forms.

Early Termination Fees

If you decide to cancel the service before the end of the agreed contract term, early termination fees will apply. Termination fees are calculated as the monthly recurring charge multiplied by the remainder of the contract term. To cancel a service UX Communications requires 30 days written notice from the authorised contact.

Customer Support

Our support team is available to assist with technical and account inquiries. For more details, contact UX Communications at 1300 000 892 or visit uxcommunications.com.au, or email helpdesk@uxcommunications.com.au

Complaints

If you are unhappy with your service, you can follow our dispute resolution process by emailing management@uxcommunications.com.au.

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first, we will do our best to resolve this on the first contact. If you wish to contact the TIO. You reach them by phone at 1800 062 058, fax at 1800 630 614 or online [here](https://www.tio.com.au).

Billing Information

- Services and subscriptions are billed monthly, with charges processed at the start of each billing period payable 1 month in advance.
- Call charges are billed in 1-second increments and rounded up to the nearest cent.
- For additional billing options and terms, please refer to our full billing policy.

Overdue Accounts

- A late fee of \$15 applies for overdue accounts beyond 7 days, with an additional suspension fee of \$50 for accounts overdue beyond 30 days.
- For accounts overdue by 7 days, a single notification email will be sent regarding outstanding invoices. If the account remains unpaid and no payment arrangement or correspondence is received, services may be suspended

This CIS is a summary only, valid as of November 2024.
Contact UX Communications for further information.

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