



Critical Information Summary

Unified Communications as a Service (UCaaS)

Information about the service

MindArc Telecommunication's UCaaS service is a feature rich cloud voice telephony and unified communications service that is supplied over the internet or private data network. A handset may be required (purchased separately through MindArc), alternatively a softphone can be used, to initiate and receive calls on the public network.

Requirements and Availability

UCaaS requires a data network (internet or private network connected to Access4) to register on and make and receive phone calls. Each active concurrent UCaaS service requires 100kbps of available bandwidth (up & downstream) for the best performance and quality.

Minimum Terms

MindArc Telecommunication's MindArc Telecommunication's UCaaS service is available on 12, 24 or 36 month contracts.

Included Features

Licenses	Included Features
Office	Basic call functions, Voicemail, Hunt Groups, Music on Hold
Executive	Advanced Telephony, Voicemail, Soft Phone, mobility reach, single number reach across multiple devices
Collaboration	All features of Executive, Presence, Instant Messaging, Collaboration



Monthly Charges from

Licenses	Monthly Charge	Setup Charge
Office	\$10.00	\$0
Executive	\$15.00	\$0
Collaboration	\$25.00	\$0

Call Charges

Call Plan	Monthly	Local	National	Aus. Mobile	13/1300	International
MVE1	\$0	10 cents untimed	10 cents per minute	15 cents per minute	25 cents untimed	From 5 cents per minute
MVE2	\$10	included	included	15 cents per minute	25 cents untimed	From 5 cents per minute
MVE3	\$20	included	included	included	25 cents untimed	From 5 cents per minute

All pricing is exclusive of GST and included call plans are subject to fair use policies.

Additional Options

There are a range of additional add-ons that are available for UCaaS Services, you can upgrade at any time through the SASBOSS portal or by calling MindArc on 02 8552 1700. Prices will depend on the options selected.

Early Termination Fee

If you cancel the service during the contract term, early termination fees (ETF) may apply. ETF is calculated by the total monthly charges multiplied by the remaining months of the contract term.

Customer Service

If you have issues with the ordering or support of UCaaS service you can call the MindArc support line on 02 8552 1700 or email the service desk on telcosupport@mindarc.com.au

Complaints Handling and Dispute Resolution

If you have a complaint or are not satisfied with your service request from our service desk, you can escalate your complaint to telcosupport@mindarc.com.au



Telecommunications Ombudsman

If you are not satisfied with the outcome after escalating as per the above process, you may seek assistance from the Telecommunications Ombudsman at online at www.tio.com.au or by calling 1800 062 058