



## Critical Information Summary

### CrazyPBX Plans (Hosted PBX)

#### Business

#### Charges for Using this Service

The minimum monthly charge for this plan is \$15.00.

Charge Type	Charges   Rate
Monthly Plan Fee	\$15.00 Per Month
Additional Extensions allow your VoIP devices to connect to the system and make/receive calls.	\$15.00 Per month - Per Extension
Calls to fixed line numbers	\$0.00 Per Call
Calls to mobiles	\$0.00 Per min
Calls to 13/1300 numbers	\$0.25 Per Call
Calls to 1800 numbers	\$0.00 Per Call
Calls to International Destinations	<a href="#">View Here</a>
Messages between devices/extensions	\$0.00 Per Call
Sending SMS to mobiles <i>Virtual Mobile Number Required</i>	<a href="#">View Here</a>
DID Diversion to Fixed Lines	\$0.02 Per min
DID Diversion to mobiles	\$0.05 Per Min
Phone Numbers "also known as DIDs"	<a href="#">View Here</a>

All per-minute calls are charged in 1-second increments. All prices include GST.

#### What is Included:

Local, National and Calls to Aus Mobile Calls included - 1 Outbound Channel per extension.

#### What is Not Included:

This plan excludes calls to 13/1300 numbers, international calls, and additional phone numbers (DIDs). Such services will incur additional charges as specified in the pricing schedule above. No physical equipment, including handsets, hardware, or telecommunications devices, is included in this plan.

#### SIP-Compatible VoIP Handset(s) or PBX Required

To use this service, you need a SIP-compatible device such as a VoIP telephone handset, PBX, ATA, or softphone.

#### Pre-Paid Service & Billing Policy

All CrazyTel plans are pre-paid. Please review our Billing Policy [here](#) before signing up to CrazyTel to see if it meets your requirements. Only one CrazyPBX plan type per account.

## No Early Termination Charges

CrazyTel is a pre-paid, contract-free provider. All plans are month-to-month, and there are no early termination charges. The total minimum amount you will pay for this plan is \$15.00.

## Porting Charges

CrazyTel offers free porting for CAT-A and CAT-C numbers.

## Charges to International Numbers

You will be charged for calls to international numbers. International call rates vary based on multiple factors. Please see our website for up-to-date international call rates:

<https://crazytel.com.au/international/rates/>

## Other Information

### Call Usage and Spend Management

CrazyTel provides a self-service customer portal where you can monitor your usage and rates at any time. The portal includes spend management tools and customizable limits.

<https://portal.crazytel.com.au/>

### Customer Service Details

Phone: 1800 272 998

Email: [help@crazytel.com.au](mailto:help@crazytel.com.au)

### Software & Features

You acknowledge and agree that the software, features, and functionality provided by CrazyTel are sufficient to meet your requirements and intended purposes. The software and features are provided on an 'as-is' basis, and you accept them in their current form and configuration.

### Dispute Resolution Process

If you wish to contact Crazytel in respect to a dispute, please email [theloveteam@crazytel.com.au](mailto:theloveteam@crazytel.com.au).

### Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be found at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058.

Effective Date: December 26, 2024