HOSTED UNLIMITED

This summary does not reflect any discounts or promotions which may apply from time to time.

SERVICE DESCRIPTION

Information about the service

Your plan sets out the pricing that applies when you sign for a Byteway Hosted Unlimited Service.

INFORMATION ABOUT PRICING

	UNLIMITED
Minimum Fixed Term (Months)	24 Months
Standard Inclusions*	• Local/national calls – Unlimited • Minimum 2 Lines • Call to mobiles - Unlimited • Call to 13/1300 are 40c/ call • Non-Standard Calls PAYG[1]

AVAILABILITY

You can choose Byteway Hosted Unlimited if your business is serviceable with a Hosted Unlimited Service, and you are operating a business with a valid ABN or ACN.

[1]EXCLUSIONS (CALLS) + OPTIONAL FEATURES

These are charged in addition to the Minimum Monthly Fee and Standard inclusions.
For example:

- International Calls
- Premium Numbers (1900, etc)
- Directory Assistance (1234, 12455 etc)
- Music on Hold (Starting from $300 for 90 sec)
- Call Recording $5/m
- Any Additional Call Features

Additional Non-Standard Rates and Additional Information available www.Byteway.com.au or admin@Byteway.com.au.

BUNDLING ARRANGEMENT

If you contract with ByteWay, this summary applies to standalone services. Specifics are detailed in any signed offer or agreement. Contracting multiple services may qualify you for a discount.

Any monthly discounts will be rescinded, and your minimum monthly access fee will revert to the monthly stand-alone charge per service if you cancel, modify, or transfer away your bundled service.

ADDITIONAL FEES & CHARGES[2]

The following are some examples of connection charges that may apply to connect your Service:

Once off number porting – single number	$10
Once off multiple number porting – 2 to 50 numbers	$50
Once off multiple number Porting – 51 to 100 numbers	$100
Once off 100+ number porting	$150
Technician - onsite 1st hour with callout	$275
Additional hour's onsite per hour	$150
Remote Support (per hour)	$150

Separate charges apply for extra connection points and complex setups at the same property. A deposit may be required if multiple charges apply before the Technician's visit. All charges exclude GST and are due by the invoice Due Date.

CHARGE CHANGES

If a supplier raises prices, your service costs may increase. We'll try to notify you, but you agree we may apply for any reasonable increase without notice, as allowed under the existing agreement.

[3]MINIMUM EARLY TERMINATION FEE (ETF)

If you cancel, modify, or transfer any service, any discount will be withdrawn, and an Early Termination Fee will apply — calculated as the monthly fee per Hosted Unlimited Service multiplied by the remaining months.

Minimum Monthly Fee x The Remaining Months	+	Connection Charges (if Applicable)*
[2]Refer to Additional Fees and Charges		

FAIR USE POLICY

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network.

HARDWARE & COMPATIBILITY

Byteway Hosted Unlimited delivers voice services over the internet, supporting calls, EFTPOS, and Back-to-Base Alarm systems. Support is limited to products supplied via authorized Byteway representatives. Hardware purchases may incur a one-time fee or fixed-term repayments.
To ensure compatibility of your existing services contact admin@byteway.com.au

HOSTED UNLIMITED

OTHER INFORMATION

BILLING

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro-rata charges for part of the month if you started or changed your plan part way through a fixed billing.

Contact us at 1300 298 392 for further information.

BILLING OPTIONS

ByteWay delivers bills via email by default. Paper billing is available for $5.95/month. You're automatically enrolled in standard billing; to opt out or customize preferences, refer to your Agreement Terms. to opt out or customize billing preference refer to the Terms of your Agreement.

CONNECTION TIMEFRAMES

Once we've approved and accepted your application, we'll try to connect your Hosted Unlimited Service on the earliest and best available date, however, this is not always possible. This service will be delivered in stages if you have purchased or agreed to other services with Byteway. For any extended delays, we will make every reasonable effort to contact and advise you as to the reason(s).

You are required to contact us where the delay has fallen out-side of the agreed time frame as per your written agreement. If there has been a previous working Hosted Unlimited Service with Byteway at your premises and we can reconnect it without having to visit your premises, the node or anywhere in between we aim and estimate a minimum connection timeframe of 8 – 10 Working Weeks.

Non-exhaustive factors to account for;

    a)   Distance and Location
    b)   Appointment Availability
    c)   Order Type

CONFIGURATION

Calls to some International destinations are blocked by default due to high risk of fraud. You may arrange with Byteway to un-block these destinations upon accepting full responsibility of payment for any calls from your service to these destinations. Refer to the appropriate CIS provided to you in order to access the summary of your services. Additional Terms and conditions for your transfer will be provided at the time of the agreement.

PROVISION OF SERVICES

Byteway's Hosted Unlimited service is not suitable for (and is not supplied for the purpose of) supporting any requirement or type of use which is to be continuous, uninterrupted, or fault free service. This service will not work in the event of power failure, internet and network fluctuations, limitation on bandwidth or speed etc. It is not suitable for a phone service with uninterrupted access to 000 emergency services. Priority assistance is not available on this service.

LEGACY AND THIRD-PARTY SERVICE(S)

The service will not function in the event of a power failure. It is your responsibility to maintain the battery and ensure that it is working correctly. You are responsible and must make arrangements if you intend to use this service in conjunction with a disability or medical service, security system, modem, hardware, server, back to base alarm or services such as Fax, EFTPOS or HiCaps.

PAYMENT METHOD

Payment by Direct Debit from an Australian Bank will not incur an additional surcharge.

Additional Charges and Non-Direct Debit Payment Surcharge apply for alternate payment methods.

WE'RE HERE TO HELP

If you have concerns about;

1. Billing and Accounts
2. Technical Support Service or
3. Connection and Provisioning
4. Complaints or Disputes

Contact us on admin@byteway.com.au

FURTHER ASSISTANCE

After you have contacted us, and we can't reasonably resolve your complaint you may seek additional mediation, or you can contact the TIO by phone on 1800 062 058.

FULL TERMS

This is a summary only full terms are available for all products and services.

All information is correct as of 01/01/22