

## HOSTED PBX 4

### INFORMATION SUMMARY

#### INFORMATION ABOUT THE SERVICES

##### SERVICE DESCRIPTION

The Future Ready Hosted PBX 4 Plan provide your business with an Office Phone service delivered via your internet connection, sometimes referred to as internet or IP telephony.

##### MINIMUM CONTRACT TERM

1 Month or 12 Months

##### STANDARD INSTALLATION REQUIREMENTS

An internet service with a minimum of 100/100 Kbps per concurrent call is required for a Future Ready Hosted PBX service. You can utilise an existing internet connection or request a new one from Future Ready. Applicable internet rates apply. You are required to install the handset(s) supplied as a part of Future Ready Hosted PBX service, including any associated cabling, configuration of your network and any routers and/or switches within your network to allow the Future Ready Hosted PBX service to work.

##### HARDWARE

Hardware is purchased separately and is not included as part of your monthly service fees.

##### KEY DETAILS

Your Future Ready Hosted PBX service allows you to make and receive phone calls. Your Monthly Access Fee includes Future to Future calls on the same account. Other calls, optional Value Added Services and any other equipment or services

required to operate your service are charged in addition to your Monthly Access Fee. A Future Ready Hosted PBX service may not be appropriate if you require an uninterrupted phone service with access to emergency services. The service will not function in the event of a power failure.

#### INFORMATION ON PRICING

##### MINIMUM MONTHLY ACCESS FEE

R499 – Your monthly charges are billed according to your billing cycle.

##### MINIMUM TOTAL COST

Month to Month: R499

12 Month Contract: R5988

##### EARLY TERMINATION FEE

Month to Month Contract: R0

12 Month Contract: R750

##### STANDARD CHARGES

Local Calls – R0.35c per Minute

National Calls – R0.35c per Minute

Mobile Calls - R0.80c per Minute

Special Numbers – R0.44c per Minute

##### CHARGES TO INTERNATIONAL NUMBERS

You will be charged if you make calls to international numbers. To view International rates to overseas destinations please contact us at [support@futureready.co.za](mailto:support@futureready.co.za) with destination and we will gladly assist with up to date rates.

### OTHER INFORMATION

#### CALL USAGE INFORMATION

Future Ready have spend management tools which are designed to assist you in managing your spend. You can check your monthly usage in SelfCare at <http://futureready.voiportal.net:8007/client/>.

#### BILLING

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

#### CUSTOMER SERVICE

If you have any questions regarding your plan, technical support or service please contact us

[support@futureready.co.za](mailto:support@futureready.co.za) .

#### COMPLAINTS OR DISPUTES PROCESS

If you have a problem or complaint about your service, please contact us [support@futureready.co.za](mailto:support@futureready.co.za)