

99.999% Uptime Guarantee

 National Redundancy network – Sydney,
 Brisbane, Melbourne, New Zealand & USA

Pre-Paid

No Setup Fee

CrazyPBX

LOCO Plan

No Contract

\$24.95*

Per Month Per Extension

*Some calls not included


 (Handsets purchased separately)
 (All pricing includes GST)

Min charge \$24.95 - Not including Delivery or Equipment

Here's what's included in our LocoPBX Plan

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| <ul style="list-style-type: none"> ✓ Included local calls. | <ul style="list-style-type: none"> ✓ Included National calls. |
| <ul style="list-style-type: none"> ✓ Included calls to Australian Mobile phones. | <ul style="list-style-type: none"> ✓ International Calls pricing can be found at www.Crazytel.com.au international pricing page. |
| <ul style="list-style-type: none"> ✓ Calls to 13/1300 Numbers are included | <ul style="list-style-type: none"> ✓ Unlimited Channels on Crazytel supplied equipment |
| <ul style="list-style-type: none"> ✓ Fully Managed | <ul style="list-style-type: none"> ✓ One free Local DID per plan |
| <ul style="list-style-type: none"> ✓ \$5.00 Setup Fee + \$5.00 Monthly per Call Queue | <ul style="list-style-type: none"> ✓ Optional extras available *Charges Apply |

All calls are charged in 1 second blocks.

Just some of our **CrazyPBX** Features included

- ✓ Call Forward
- ✓ Call Park
- ✓ Call Waiting
- ✓ Simultaneous Ring
- ✓ Do Not Disturb
- ✓ Sequential Ring
- ✓ Call Transfer
- ✓ Voicemail To E-mail

Critical information summary – CrazyPBX - LocoPBX plan

Plan Pricing

For international pricing, please visit <https://crazytel.com.au/international/rates/>

DID Pricing can be found at: <https://crazytel.com.au/inbound/Numbers/> including 1300/1800 Numbers.

For DID inbound costs for 1300 and 1800 numbers, please visit <https://crazytel.com.au/inbound/Numbers/>

	Setup Fee	Monthly Cost
Australia Fixed DID	FREE	\$1.00
New Zealand Fixed DID	\$1.95	\$1.95
Australian Virtual Mobile	\$5.00	\$5.00
1300 Business Numbers	FREE	\$7.95
1800 Business Numbers	FREE	\$7.95

Information about the service

An internet connection is required for use of Crazytel Voice Over Internet Protocol Services, the quality of service may be affected by the Internet connection, firewall and other matters outside of the control of Crazytel. CrazyTel cannot be relied upon for emergency service. Calls to 1900, back to base alarms, fax services, and EFTPOS systems cannot be used with Crazytel Network unless specified. A single PSTN number may be ported to Crazytel, a one-off porting charge of \$11 per number. PLUS, a monthly number hosting fee of \$1.00 per Indian number including GST. Your former carrier may also charge a 'porting out' fee. Other Port requests and number ranges can be found at: <https://crazytel.com.au/inbound/Numbers/>

Connections to our SIP-Trunk network will automatically be routed to the closest Crazytel POP depending on your location. Crazytel has POPs in: Melbourne, Sydney, Brisbane, New Zealand & USA. Newly provisioned DIDs must remain active for a minimum of 30 days from the date of purchase.

000 Emergency Services

You can call 000 emergency services through all of Crazytel's SIP Trunking / PBX networks. However, it is recommended that you do this through a Mobile service or a physical PSTN landline if you have one available in the event you have to make an emergency call. Crazytel accepts no responsibility for you not being able to make or receive emergency calls while your service is unavailable regardless of the unavailable reason. We highly recommend that emergency calls are made from your primary landline or mobile service. VoIP, in comparison, can be susceptible to service disruption as it relies on third-party infrastructures such as your internet provider and electricity infrastructure. It is recommended that you have a non-powered telephone handset at your residence or business to make emergency calls in the unlikely event of a blackout/disruption.



Information about pricing

Crazytel Transparent, Fair & equal policy means there is no contracts on any of “Crazytel” Products or services.

International calls are charged in 1 Second blocks. For full list of international call rates visit www.Crazytel.com.au international pricing page. International Pricing changes often due to exchange rates, you will not be notified, it is best to keep checking time to time on the Crazytel website. Crazytel has a number of ‘blacklisted’ countries that are not accessible due to known fraudulent call activity on IP phone lines. Please check the full International list on the website for details. You may cancel your service at any time.



Information about the service

All pricing on Crazytel website & Self Service Portals include GST.

An internet connection is required for use of Crazytel Voice Over Internet Protocol Services, the quality of service may be affected by the Internet connection, firewall and other matters outside of the control of Crazytel. Calls to 000 from the Crazytel network CrazyTel cannot be relied upon for emergency service.

Requires a ADSL2 / NBN / 4G / 5G connection. Not for telemarketing, call centre function and similar uses. Porting not available for all carriers. Unlimited Concurrent Calls only available on Crazytel Supplied equipment or Yealink IP-Phones otherwise default is two concurrent channels. One Hunt Group and Auto Attendant included free per customer. Additional Hunt Groups and Auto Attendant (IVR) can be purchased at an additional cost of \$5.00 per month per group + \$5.00 Setup Fee. All pricing includes GST. Credit / Debit Card and Direct Debit Only.

One Plan Type per Customer Account. The Fair use policy applies to CrazyPBX Completely Crazy plans, located at on our website at <https://crazytel.com.au/legal/documents/downloads/Fair-Use-Policy.pdf> .

Each Handset/IP-Phone purchase has additional Postage & Handling Fee of \$10.00 per item.



Uptime Guarantee:

This applies if you have connected your service according to “Crazytel” minimum recommendations, which is with Quality Assured equipment (as shown on our hardware approved page on our website which can be found at www.Crazytel.com.au , a dedicated DSL2+(minimum) connection for the IP traffic and our hosted IPBX configured by our in-house team. The amount of downtime during a calendar month will be determined by Crazytel in-House network team and does not include any scheduled maintenance or upgrade outages. If this is more than 0.001%, on application, we will credit you double the value of the time that was down, dependent on the plan that you are on at the time of the outage. If your internet connection or local power supply is at fault this does not qualify.



Other information

Up to date usage of this service can be obtained at Crazytel.com.au Account Login Section or contacting customer service on 1800 272 998 or emailing help@Crazytel.com.au. If you wish to contact Crazytel in respect to a dispute, please email theloveteam@Crazytel.com.au. If the Crazytel dispute resolution process does not finalize a dispute the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at www.tio.com.au.



Pre-Paid - Direct Debit Via Credit Card

All CrazyPBX plans are 100% Pre-paid. You must have an active Credit / Debit card *Auto Top-up* Enabled on your account at all times. Any calls made outside of your CrazyPBX plan will be taken away from your account balance in real-time, you must keep a pre-paid balance on your account to make calls outside of your plan inclusions.

If your account balance reaches a negative value, all your inbound and outbound calls are automatically suspended until your account balance has been recharged.

LocoPBX Plan Call Forwarding Charges

Call Forwarding Costs	Setup Fee
To Australian Landlines	\$0.02/Min
To Australian Mobiles	\$0.05/Min
To 1300/1800 Numbers	\$0.22
To International Numbers	As Per International Rate List