

Critical Information Summary

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

Encoo Cloud PBX

	Cloud PBX only	1 Extension	5 Extension	20 Extension
Minimum Monthly Cost	\$29.95	\$39.95	\$79.95	\$229.95
Min 12 Months Early Termination Charge	\$359.40	\$479.40	\$959.40	\$2759.40
Min 24 Months Early Termination Charge	\$718.80	\$958.80	\$1918.80	\$5518.80
Min 36 Months Early Termination Charge	\$1078.20	\$1438.20	\$2878.20	\$8278.20
Max 12 Months Early Termination Charge	\$359.40	\$479.40	\$959.40	\$2759.40
Max 24 Months Early Termination Charge	\$718.80	\$958.80	\$1918.80	\$5518.80
Max 36 Months Early Termination Charge	\$1078.20	\$1438.20	\$2878.20	\$8278.20

*All prices are EX GST

Information About the Service

The plan gives you access to Encoo Cloud PBX services. Each service includes 1 national phone number and 5 concurrent call channels. Hardware is not included in this Service.

Other information

For call usage information please see <http://sip.envoip.com.au> and <https://pbx4biz.com.au>

Customer Service Information

For further assistance please contact our customer service representative on 1300 142 350 or via email support@encoo.com.au. If you wish to make a complain, please lodge your complaint in writing to to admin@encoo.com.au

Complains or Dispute

Complaints or Disputes If you need to make a complaint you can:

- Call 1300 142 350 and speak to a customer representative
- Email to admin@encoo.com.au

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at tio.com.au/about-us/contact-us