Critical Information Summary

Hosted PBX Unwyred ISP

UNWYRED ISP

Service Information

Unwyred ISP provides a cloud-hosted Unwyred ISP PBX (telephone system) service for customers, allowing for calls to be placed and received over an internet connection.

Included features

A full call routing feature set is included; IVR menus, call queues, ring groups and more. We constantly expand our feature set. Customers have access to an online portal to configure their hosted PBX service call flow and check usage information.

Limitations

• An active internet connection is required.
• Call quality is dependent on the quality and stability of your internet connection.
• Unwyred ISP does not provide access to premium call services such as 1900 numbers.
• Caller ID cannot be guaranteed to international destinations.
• Service does not include battery backup power supply for NBN's equipment or customer equipment. You will not be able to make calls during a power outage, including calls to emergency services.

Pricing and Billing Information

All pricing is AUD and includes GST.

	Unlimited Australia	Unlimited Australia Plus
	$31.99 per user/month	$41.99 per user/month
	Subscription breakdown:	**Subscription breakdown:**
Australian local phone number	$2.00	$2.00
User licence	$5.00	$5.00
Device licence	$5.00	$5.00
Call plan subscription	$19.99	$29.99
Total	**$31.99**	**$41.99**
	Call Rates	**Call Rates**
Australian local & national calls	Unlimited*	Unlimited*
Australian mobile calls	Unlimited*	Unlimited*
13 / 1300 calls	22c per call	Unlimited*

*All call plans and services are subject to our fair use policy.
^Outbound calls placed to Australian destinations outside of included value are charged in one-second increments.

Advanced features

Fax-to-email is $9.00 per fax-to-email PBX object per month. Integrations (CRM, API, Webhooks, Zapier) are $4.40 per user per month. All integration features are activated with one subscription for the entire account, with pricing calculated automatically based on user count. Call recording storage is purchased in package subscriptions paid monthly, with included minutes, excess usage applies.

Call diversions

Diversions from a user object are charged per the outbound call rate for the user's selected call plan. Diversions from a call diversion object are charged per the outbound call rate as the PAYG Starter call plan.

Additional pricing information

Minimum term: one month. Call plans have rounding of three decimal places, no flag fall or minimum call costs, no exit fees or early termination fees, and no set-up fees with no requirement to bundle anything with this service. Porting fees are included on number porting forms.

International destinations

International rates and free calls to 50+ countries are subject to change without notice. International rates are charged in 60-second increments. We block international destinations that have been identified as high-risk. If you require access to a particular high-risk destination, please contact support. A list of high-risk destinations can be found here.

This CIS is a summary only, valid as of November 2023. Contact Unwyred ISP Wholesale for further information or visit our website for full terms and conditions.

Unwyred ISP
Murray Bridge, South Australia
Email: support@unwyred.com.au

Customer Service Information

Our Australian-based team can help you with technical support, account or sales questions.Email us at support@unwyred.com.au Support hours are listed on our website.

Complaints

If you are unhappy with your service, you can follow our dispute resolution process here.

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first, we will do our best to resolve this on the first contact. If you wish to contact the TIO. You reach them by phone at 1800 062 058, fax at 1800 630 614 or online here.