

Bluehub UC Service Description

Bluehub UC offers a Cloud phone system delivered as a service through your Internet connection.

Bluehub UC Plan Summary

Minimum monthly charge: \$60.00

Minimum applicable term: 12 Months (Monthly plans available upon custom quotation)

Overview of Bluehub UC Service

A Hosted Phone System (Cloud PBX) provides a virtual telephone system, eliminating the need for a physical hard-wired phone system installation in your office. This Hosted PBX offers traditional phone system features, with the distinction that these features are delivered via the Internet.

A minimum 12-month term is required for a Hosted PBX service unless a custom quote is approved. To terminate your service, written notice is required one full calendar month in advance of the termination date.

What's Included in the Bluehub UC Solution?

Admin portal self-management interface for Bluehub UC platform control.

Ability to make and receive telephone calls.

A comprehensive range of features for your service, including ring groups, IVR (Interactive Voice Response), time of day routing, voicemail, and more.

What's Not Included with the Bluehub UC Platform?

Hardware

Internet connection

Number porting fees (applicable if transferring numbers from another carrier)

Dishonour and late payment fees

Premium Inbound Numbers like 13/1300/1800, Virtual Mobile, or International Numbers

Important Qualifications

We reserve the right to suspend or cancel the service if:

Bills are not paid.

Our fair use policy is breached.

Pricing & Monthly Charges for Bluehub UC

Extensions: 2

Local Phone Numbers: 1

Additional Local Numbers: \$0.50 per number

Monthly Fee: \$60.00 (Additional extensions at \$30.00 each)

Calls to Australia Local: Included

Calls to Australia National: Included

Calls to Australia Mobile: Included

Calls to Australia 13/1300: \$0.30 per call

International Calls: Starting from \$0.02 per minute

Other Potential Costs

If you don't have a VoIP phone, you may need one; please inquire about our compatible phone list.

Number porting fees apply if you're transferring numbers from another provider.

Current number porting fees are as follows:

Simple Port (Category A): \$30.00 per number

Complex Port (Category C) 1-5 Numbers: \$120.00 per port

Complex Port (Category C) 6-100 Numbers: \$220.00 per port

Complex Port (Category C) 100+ Numbers: \$500.00 per port

13/1300/1800 Setup: \$50.00 per number

Additional Information

This is a summary; please refer to your Bluehub signed agreement for full product details, including all fees and charges.

Billing Information

Billing occurs on the 1st day of each calendar month. If you join during a month, a pro-rata charge will be applied to your following month's invoice from the date the service was activated.

Contact Information

For inquiries, please contact us via:

Email: service@bluehubuc.com.au

Phone: 1300 868 158

Internet: www.bluehubcloud.com.au

Dispute Process

If you need to make a complaint, you can start by raising the issue with Bluehub via email at accounts@bluehubuc.com.au. If you remain unsatisfied with the complaint resolution, you may contact the Telecommunication Industry Ombudsman (TIO) at 1800 062 058 or via www.tio.com.au.

All prices exclude GST and are valid as of 01/09/23.