

Critical Information Summary (CIS)

EdgeTel Hosted PBX – Pay-As-You-Go (Prepaid)

Provider details

Provider: Edge Telecommunications (trading as EdgeTel)

Website: <https://www.edgetel.com.au>

Sales & support: 1300 885 894

Email: support@edgetel.com.au

Emergency after-hours: 03 8488 7383 (urgent issues only)

Service overview

EdgeTel Hosted PBX is a cloud-based business phone system (Hosted PBX) delivered over an internet connection. This CIS relates to the Pay-As-You-Go (PAYG) option, where recurring components are charged monthly and usage (e.g., calls, SMS and call recording) is charged at published usage rates.

Key points

- Prepaid service: you must maintain a positive prepaid account balance to use chargeable services.
- No contracts, no sign-up fees and no exit/cancellation fees.
- You pay only for subscribed components (monthly) and what you use (usage rates).
- Published rates are undiscounted; volume discounts and tailored/contract pricing are available.
- Included-call packages (landline and mobile call inclusions) may be available on application.

Minimum term and cancellation

Minimum term: No minimum term. Services are available month-to-month while you maintain a positive prepaid account balance.

How to cancel: You can cancel at any time. There are no early termination charges for the PAYG service.

Important conditions

This is a prepaid service. Fees are paid in advance by adding funds to your account balance. If your account balance becomes insufficient to cover applicable fees or usage, services may be restricted until funds are added.

VoIP services rely on your internet connection and power. During an internet outage or power outage, calling (including emergency calling) may not work. You should maintain an alternative method of communication (for example, a mobile phone) for emergencies.

Free trial: A \$100 refundable deposit is taken on signup to cover any outbound calls you may make during the trial. Any unused amount is refunded when you cancel within the first month.

Pricing (excluding GST)

All prices in this section are excluding GST and are based on the pricing published at <https://edgetel.com.au/pricing/> as at the document date.

Monthly service components

Component	Price (ex GST)
Signup / cancellation	FREE
Extensions	\$4.00 per month (each)
Voice mailboxes	\$1.00 per month (each)
Lines / max simultaneous calls	\$8.00 per month (each)
Queues	\$3.00 per month (each)
Menu items (IVR)	\$1.00 per month (each)
Custom internal phone numbers	\$1.00 per month (each)
Custom hold music folders	\$3.00 per month (each)
Default music on hold	FREE
Unlimited self-managed changes	FREE
Integrations - Teams	\$5.00/User/Month
Transcriptions/Summarization/Sentiment	\$10.00 per month
Wallboards	FREE
VPN service	FREE
Call Parking Queues	\$4.00 per month (each)

Phone numbers

Number / fee type	Price (ex GST)
Unportable numbers ("DIDs")	\$3.00 per month (each)
Portable numbers ("ACMAs")	\$8.00 per month (each)
Virtual Mobile Number	\$10.00 per month (each)
Port mobile number to virtual mobile	\$15.00 once-off
Gold numbers ("ACMAs")	\$20.00 per month (each)
Individual porting fee	\$55.00 per number
100-number portable blocks	\$80.00 per month (per 100-number block)
Block porting fee	\$275.00 per 100-number block
1300 numbers	\$20.00 per month + \$0.06 per minute on inbound calls
1800 numbers	\$30.00 per month + \$0.08 per minute on inbound calls
Purchase New 1300 number	\$25.00 once-off
Purchase New 1800 number	\$50.00 once-off
1300/1800 number porting fee	\$100.00 per number
New Mobile SIM/eSIM	FREE
Porting Mobile Phone Number to vControl	FREE

Usage rates

Usage type	Rate (ex GST)
Internal calls (extension to extension)	FREE
Calls to Australian and New Zealand landlines	\$0.09 connection fee per outbound call (untimed)
Calls to 13 numbers	\$0.30 connection fee per outbound call (untimed)
Calls to Australian and New Zealand mobiles	\$0.15 per minute per outbound call
International calls	From \$0.02 per minute (varies by destination)
Call recording	\$0.05 per minute on call
SMS	\$0.05 per message
Inbound fax to email	FREE

Mobile plans

Mobile Plans - Telstra Wholesale Network

TW-4G-S	\$19 ex GST	10GB data	<ul style="list-style-type: none"> National Voice and SMS - Unlimited National MMS - 2000 included Speed Cap - 100/100Mbps International - PAYG Data Banking - Up to 500GB Data Gifting - Up to 5Gb
TW-4G-M	\$27 ex GST	25GB data	<ul style="list-style-type: none"> National Voice and SMS - Unlimited National MMS - 2000 included Speed Cap - 100/100Mbps International - PAYG Data Banking - Up to 500GB Data Gifting - Up to 12.5Gb
TW-4G-L	\$35 ex GST	45GB data	<ul style="list-style-type: none"> National Voice and SMS - Unlimited National MMS - 2000 included Speed Cap - 100/100Mbps International - Unlimited 10* Data Banking - Up to 500GB Data Gifting - Up to 22.5Gb
TW-5G-X	\$55 ex GST	120GB data	<ul style="list-style-type: none"> National Voice and SMS - Unlimited National MMS - 2000 included Speed Cap - 250/250Mbps International - Unlimited 15** Data Banking - Up to 500GB Data Gifting - Up to 60Gb

Unlimited 10** - Destinations are: Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA. *Unlimited 15** - Destinations are: Bangladesh, Canada, China, Germany, Hong Kong, India, Indonesia, Ireland, New Zealand, Pakistan, Singapore, South Korea, Thailand, UK, USA

Other Features

Dial Plan Set Up by a Technician	\$10.00
Voice Recordings – Voice no instrumental	\$10.00
Professional Voice Recordings – Messages on Hold	\$75.00
Call Tracking - Marketing	POA

Discounts and call packs

The rates above are the published undiscounted rates. Volume discounts and tailored/contract pricing may be available. If your business has higher usage or multiple services, contact EdgeTel to discuss a custom pricing package.

Included call packages (landline and mobile call inclusions) are available on application, subject to eligibility and agreed terms.

Minimum and maximum charges

Minimum monthly charge: \$0.00 (no fixed monthly charge applies unless you subscribe to monthly components).

Maximum monthly charge: No preset maximum. Your total spend depends on subscribed components and usage.

Price changes

Prices may change from time to time. Where required, reasonable prior notice will be provided. For the latest pricing, refer to the EdgeTel pricing page.

Enquiries, feedback and complaints

If you have a question, feedback or a complaint, please contact EdgeTel first:

- Phone: 1300 885 894
- Email: support@edgetel.com.au

If you are not satisfied with the outcome, you can contact the Telecommunications Industry Ombudsman (TIO), a free and independent dispute resolution service for eligible consumers and small businesses.

- Website: <https://www.tio.com.au>
- Phone: 1800 062 058

Important notes:

- This CIS is a summary only. Full terms and conditions apply.
- You should read the EdgeTel Terms of Use and the current pricing page before ordering the service.
- All pricing is in Australian dollars (AUD) and excludes GST unless stated otherwise.