CRITICAL INFORMATION SUMMARY

Vodia Cloud PBX Plan

Description of this service

The Vodia Cloud PBX Plan provides businesses with a business grade phone system solution using Voice over IP (VoIP) technology via their internet connection.

Service Delivery Requirements

An internet service with a minimum speed of 128/128 Kbps per extension is required. If this is not available, PureComm Data & Voice cannot guarantee the quality of the service. The customer is responsible for supplying the internet connection and is not included within any of the supplied plans. Routers must have SIP ALG disabled for the service to function correctly. All Vodia Cloud PBX plans require a minimum of one hosted phone number.

Hardware Requirements

All hardware is purchased separately and is not included as part of this plan. PureComm Data & Voice can supply hardware and is quoted separately. If you are providing your own hardware, you are responsible for any warranty claims or service repair. The Customer is responsible for providing support under this Service Plan.

Connection Fee

There is no connection fee.

Contract Term

PureComm Data & Voice services are available on a month to month basis with a minimum term of 1 month. Discounted rates are available for 12 and 24 month terms.

Call Rates

This Plan requires a minimum of 1 SIP LNM plan and 1 Hosted Service Number, please refer to the SIP LNM CIS for further information. Rates are subject to change at any time.

Billing Information

Billing occurs monthly on approximately the 15th of each month. Payment will be collected automatically 7 days later by direct debit. A direct debit authority is mandatory for this service.

Usage Information

Please email accounts@purecomm.com.au if you want to obtain call and data usage information.

Emergency Services

This service does not guarantee uninterrupted access to 000 Emergency Services. This service will not function in the event of power loss. Priority Assistance is not available on these services.

Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge. The maximum amount payable is the full contract term excluding call charges.

Enquires, feedback and complaints

We are committed to providing you with excellent customer service. Please contact us by calling 0749310388 or by sending an email to admin@purecomm.com.au if you have any questions, would like to give feedback or make a complaint.

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: Phone: 1800 062 058 Fax: 1800 630 614 Online: https://www.tio.com.au/complaints

Vodia Cloud PBX Pricing

Description	Monthly Cost (including GST)
Vodia Extension (No Contract)	$12.00
Vodia Extension (12 Month Contract)	$11.00
Vodia Extension (24 Month Contract)	$10.00

More information

This CIS is a summary only. Please contact PureComm Data & Voice for further information or visit our website www.purecomm.com.au for full Terms and Conditions. This summary valid as of April 2026.