

Ultimate Broadband

Business Voice Phone Lines

Product Description

Business Line | Business Phone Starter | Business Phone Essential | Connect Voice Custom

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This Product Description is a summary of UBB Business Voice phone line and cloud PBX services. It should be read together with UBB full terms and conditions and any accepted quote or service agreement. All prices are inclusive of GST unless stated otherwise. Final availability, number porting, call rates, deployment scope, devices, contract term, connectivity and any non-standard charges are confirmed before sign-up.

Service Overview

Item	Details
Service Description	UBB Business Voice is a managed cloud business communications service for small and medium businesses. It provides hosted business numbers, VoIP calling, cloud phone features, mobile and desktop softphones, IP phone support, call routing and local UBB support. It does not require an onsite PBX appliance for the core service.
Availability	Available where the customer has a suitable internet connection, local network, router, power and device setup. Business Voice can operate over fibre, fixed wireless, Starlink, 4G/5G or another reliable internet service. Voice quality depends on internet performance and local network conditions.
Service model	UBB can supply Business Voice as a standalone managed voice service or as part of a wider UBB solution including business broadband, managed router, Wi-Fi, ConnectCare Hub, resilience, CCTV or other managed services.

Standard Service Charge

Plan	Monthly charge	Best suited to	Included allowance / service summary
Business Line	\$29 per month	Single user / sole trader	1 hosted number, 1 extension, 1 concurrent call, 1 softphone licence, 250 NZ landline minutes and 50 NZ mobile minutes. Includes voicemail and basic call handling.
Business Phone Starter	\$49 per month	Small team	1 hosted number, up to 5 extensions, 2 concurrent calls, 1 softphone licence, 500 NZ landline minutes and 100 NZ mobile minutes. Includes standard cloud phone features.
Business Phone Essential	\$79 per month	Growing business	2 hosted numbers, 3 additional DDIs, 5 concurrent calls, unlimited internal extensions, 5 softphone licences, 1,000 NZ landline minutes and 250 NZ mobile minutes.
Connect Voice Custom	POA	Complex / multi-site	Designed around numbers, users, channels, call flows, queues, recording, integrations, resilience, network and support requirements.

Pricing notes: Calling allowances are not unlimited unless expressly stated. Excess, international, premium, 0800, special number, forwarded, mobile or other usage may be charged under the current UBB call rate price book or accepted quote.

Included Features and Service Matrix

Feature	Business Line	Starter	Essential	Custom
Cloud-hosted phone system	Included	Included	Included	Designed

Feature	Business Line	Starter	Essential	Custom
Auto attendant	Basic	Included	Included	Designed
IVR menus	Basic / optional	Included	Included	Designed
Ring groups	Basic	Included	Included	Designed
Hunt groups	-	Included	Included	Designed
Business-hours routing	Included	Included	Included	Designed
Voicemail / voicemail to email	Included	Included	Included	Designed
Mobile and desktop apps	Included	Included	Included	Designed
Call recording	Add-on	Add-on	Add-on	Designed
CRM / Teams / AI	-	Add-on	Add-on	Designed

Premium Care and Managed Support

Add-on	Monthly charge	Summary
Premium Care	\$20 per month	Priority support and fault response, routine remote programming, user adds/moves/changes within fair use, quarterly health check and annual review.
ConnectCare Hub / managed edge	Quoted	Managed router or managed-edge appliance used for visibility, voice prioritisation, diagnostics and remote support where the internet or router is not already managed by UBB.

Deployment and Setup Charges

Deployment option	Price	Standard scope
Remote Self-Install Deployment	\$99	PBX/account provisioning, numbers, extensions, basic auto attendant and call flow, business hours, voicemail, supported pre-provisioning, remote commissioning, test calls and remote assistance within scope.
Professional Onsite Deployment	\$199	Remote PBX preparation, internet/router verification, up to 1.25 hours onsite, 2 device setups, installation/login, inbound/outbound/internal call testing, basic training and handover.
Additional onsite labour	\$119 per hour	Applies beyond the included onsite scope. Travel is charged at standard UBB/TCG rates unless expressly included.

Devices, Hardware and Endpoint Setup

Endpoint setup item	Setup fee	Included work
Mobile or PC softphone	\$19	Install one application, provision, test and basic guidance.
Mobile + PC softphone - same user	\$29	Install and configure both applications for one extension/user.
IP desk phone	\$29	Provision, connect at desk, test and basic guidance.
ATA / analogue adapter	\$29	Provision, connect, test analogue service and handover.
DECT base + handset	\$39	Provision base and first handset, register, test and handover.
Additional DECT handset	\$19	Register, assign, test and basic guidance.
Conference phone	\$39	Provision, connect, audio test and handover.

Hardware is charged separately unless the accepted quote says it is included. Complex app deployment, locked-down devices, MDM, VPN, firewall remediation, extensive training or non-standard work is quoted separately.

Monthly Add-ons and Calling Packs

Add-on	Monthly price	Notes
Additional hosted number	\$5.00	Includes cloud features.
Additional DDI	\$3.00	Number only.
Additional concurrent call	\$5.00	Adds more call capacity.
Additional softphone licence	\$2.50	For extra mobile or desktop app users.
NZ 0800 number	\$15.00	Inbound usage pack or metered billing also applies.
Long-term recording	From \$5.00	Storage and retention scope confirmed before setup.
Call recording	From \$5.00	Supplier model, retention and compliance terms confirmed before setup.

NZ calling pack	Monthly price	Notes
Landline +250	\$8.00	Adds 250 NZ landline minutes.
Landline +500	\$15.00	Adds 500 NZ landline minutes.
Landline +1,000	\$25.00	Adds 1,000 NZ landline minutes.
Mobile +100	\$10.00	Adds 100 NZ mobile minutes.
Mobile +250	\$20.00	Adds 250 NZ mobile minutes.
Mobile +500	\$35.00	Adds 500 NZ mobile minutes.

Average Monthly Price

Average Monthly Price is included where mandatory upfront charges make the first 12-month average higher than the advertised monthly charge. It is calculated using regular monthly plan fees and mandatory upfront charges over the first 12 months. Optional charges, hardware, calling usage, number porting, travel and contingent charges are excluded.

Example plan / setup pathway	Advertised monthly charge	Mandatory charge used in example	Example Average Monthly Price
Business Line - service only	\$29/month	\$0 mandatory upfront	\$29.00 per month
Business Line + remote deployment	\$29/month	\$99 remote deployment	\$37.25 per month
Business Line + onsite deployment	\$29/month	\$199 onsite deployment	\$45.58 per month
Business Phone Starter - service only	\$49/month	\$0 mandatory upfront	\$49.00 per month
Business Phone Starter + remote deployment	\$49/month	\$99 remote deployment	\$57.25 per month
Business Phone Starter + onsite deployment	\$49/month	\$199 onsite deployment	\$65.58 per month
Business Phone Essential - service only	\$79/month	\$0 mandatory upfront	\$79.00 per month
Business Phone Essential + remote deployment	\$79/month	\$99 remote deployment	\$87.25 per month
Business Phone Essential + onsite deployment	\$79/month	\$199 onsite deployment	\$95.58 per month
Connect Voice Custom	POA	Confirmed in quote	Confirmed before sign-up

Voice Performance Information

Item	Information
Performance	Call quality can be affected by internet stability, available bandwidth, latency, jitter, packet loss, router configuration, Wi-Fi quality, device condition, customer network design, power, carrier routing and third-party outages.
Connectivity	Business Voice can operate over suitable fibre, fixed wireless, Starlink, 4G/5G or another internet service. For best support, UBB recommends UBB-managed connectivity or a ConnectCare Hub where the internet or router is not already managed by UBB.
Emergency calling / power	VoIP relies on broadband, power and working customer equipment. If power, broadband or customer equipment is unavailable, phone services may stop working, including calls to emergency services. Customers should consider backup power or mobile alternatives for critical calling.
Fair use and usage	Included minute packs and calling packs are not unlimited. Excess usage, international calling, premium numbers and excluded call types may be charged separately under the current call rate price book or accepted quote.

Access Type

Service	Access type	Notes
Business Line	Cloud VoIP / hosted number	Single-user business line delivered over a suitable broadband connection.
Business Phone Starter	Cloud PBX / VoIP	Small-team cloud phone system with extensions, softphone and standard call handling.
Business Phone Essential	Cloud PBX / VoIP	Higher-capacity cloud phone package for growing teams and more included calling.
Connect Voice Custom	Designed cloud communications solution	Tailored for multi-site, high-concurrency, queue, integration, reporting, contact-centre, recording or resilience requirements.

Other Information

Item	Information
Minimum Contract Period	Business Voice may be supplied monthly, on a fixed term, or as part of a wider quote, bundle, device, deployment or managed-service agreement. The applicable term is confirmed before sign-up.
Number porting	Number porting is subject to carrier approval, customer authority, correct account details and technical feasibility. Porting timeframes and charges are confirmed before work proceeds.
Customer responsibilities	Customer must provide suitable internet, power, access, devices, staff availability, current number/account details, approval for number porting, and any required network or firewall information.
Service restrictions	Some use cases may require static IP, managed router, firewall changes, QoS, ConnectCare Hub, business-grade hardware, recording consent or custom design. Resale, misuse, spam, unlawful use and unsupported high-volume use are not permitted.
Notice period	Cancellation and notice requirements depend on the accepted service agreement. Open-term services may still require notice. Fixed-term services may have early termination charges.

Early Termination Fee / Service Termination Fee

This section is intended for customer disclosure. UBB should confirm that any displayed ETF or Service Termination Fee table matches the selected plan, term, deployment benefit, hardware subsidy, promotional credit, calling bundle, managed-service add-on and customer agreement before sign-up.

Item	Information
Covered services	This section applies where a customer enters a fixed-term Business Voice, Connect Voice, Premium Care, deployment, hardware, managed edge, calling pack or bundled service agreement.
How the ETF is calculated	Where a fixed term applies, UBB may charge a Service Termination Fee based on the remaining monthly service charges and/or the remaining value of any subsidy, discount, credit, hardware, deployment benefit, promotional benefit or managed-service commitment.
12-month contract example model	For a 12-month contract, the example fee is the full monthly plan price multiplied by the months remaining.
24-month or 36-month contract example model	For longer fixed terms, the example model charges the full monthly plan price for months before the final 12 months, then 25% of the monthly plan price for each remaining month in the final 12 months.
Equipment and promotions	Customer-owned hardware remains customer-owned once paid for. UBB-owned, rental, subsidised or managed equipment must be returned or made available for recovery. Non-returned, incomplete or damaged equipment may be charged at replacement or recovery cost.
Customer access	During a fixed-term contract, UBB should make the remaining contract term and estimated fee payable at the next invoice date easy to access through the customer portal, invoice, customer support, IVR or another suitable channel.

Service Termination Fee disclosure example - 12-month contract

Months remaining	Example fee	Months remaining	Example fee
12	\$588.00	6	\$294.00
11	\$539.00	5	\$245.00
10	\$490.00	4	\$196.00
9	\$441.00	3	\$147.00
8	\$392.00	2	\$98.00
7	\$343.00	1	\$49.00
0	\$0.00		

Example based on a \$49/month Business Phone Starter service. Actual charges may vary depending on the selected plan, monthly price, term, hardware, deployment, promotions and customer agreement.

Service Termination Fee disclosure example - 24-month contract

Months remaining	Example fee	Months remaining	Example fee
24	\$735.00	12	\$147.00
23	\$686.00	11	\$134.75
22	\$637.00	10	\$122.50
21	\$588.00	9	\$110.25
20	\$539.00	8	\$98.00
19	\$490.00	7	\$85.75
18	\$441.00	6	\$73.50
17	\$392.00	5	\$61.25
16	\$343.00	4	\$49.00
15	\$294.00	3	\$36.75

Months remaining	Example fee	Months remaining	Example fee
14	\$245.00	2	\$24.50
13	\$196.00	1	\$12.25
0	\$0.00		

Example based on a \$49/month Business Phone Starter service using UBB model: months before the final 12 months are charged at the full monthly plan price, and the final 12 months are charged at 25% of the monthly plan price per remaining month. Actual charges may vary and should be confirmed before sign-up.

Support Scope and Service Responsibility

Area	Business Line	Starter	Essential	Custom
Management model	Single-user voice service	Small-team cloud PBX	Higher-capacity cloud PBX	Designed solution
Included numbers	1 hosted number	1 hosted number	2 hosted numbers + 3 DDIs	Designed
Extensions	1	Up to 5	Unlimited internal	Designed
Concurrent calls	1	2	5	Designed
Softphone licences	1	1	5	Designed
Ongoing changes	Standard support	Standard support; Premium Care optional	Standard support; Premium Care optional	Designed support model

Complaints, Disputes and Terms

Item	Details
Complaints	Information about UBB customer complaints process is available through UBB customer support and the UBB website.
Disputes	UBB customers may be able to raise eligible telecommunications disputes through the Telecommunications Dispute Resolution scheme at www.tdr.org.nz , if applicable.
Full terms	This Product Description is a summary only. The full legal terms and conditions for UBB services, Business Voice services, call rates, porting, devices and any accepted quote or agreement should be read before sign-up.
Document control	This document should be reviewed and updated whenever plan pricing, deployment charges, calling packs, add-ons, call rates, contract terms, ETF rules, device support, number porting, hardware or support scope changes.