



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

BusinessCom SIP Trunks are a business grade VoIP service that allows you to make and receive calls over a broadband internet connection. A single channel SIP Trunk allows for one continuous phone call and is provided with a local number that is fully portable and not restricted to a particular exchange area. A SIP Trunk can have multiple channels which enables multiple concurrent calls. In addition, you can also purchase blocks of in-dial numbers that can be attached to the SIP Trunk, effectively giving you a range of direct phone numbers that can be allocated to individual staff members. Calls between the in-dial numbers are free of charges.

BusinessCom SIP Trunks are an ideal replacement for traditional telephony and ISDN services. They offer much greater flexibility and are ideal for businesses that have multiple locations and remote workers.

STANDARD INSTALLATION REQUIREMENTS

You will require suitable hardware and a broadband internet service with minimum specifications to operate a BusinessCom SIP Trunk. Please contact our Customer Service Team on 1300 000 300 regarding the most suitable hardware and broadband service for your needs as it depends on your requirements.

MINIMUM TERM

3 Months

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

Business VoIP - SIP TRUNKS	Per Channel
Term	3 Months
Monthly Access - per Line	\$10
Local Calls	9c per Call
National Calls	9c per Minute
Calls to Mobiles	18c per Minute
Calls to 13/1300	25c per Call

Excluding GST. All timed calls are billed on a per second basis.

ADDITIONAL CHARGES

Additional charges may apply to some optional Value Added Services. Please refer to www.businesscom.com.au or contact our Customer Service Team on 1300 000 300.

CONNECTION CHARGES

Service connection charge of \$49 applies to the establishment of the account and the first SIP Trunk. Any subsequent additions to the account are free of any connection charges.

MINIMUM TOTAL COST

The minimum total cost is \$79 including connection charges.

EARLY TERMINATION CHARGE

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term.

CALLS to INTERNATIONAL NUMBERS

Calls to international numbers are charged according to the country being dialled. For all international call rates please refer to www.businesscom.com.au or contact our Customer Service Team on 1300 000 300.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of printing and is subject to change. All pricing is exclusive of GST.

This information is a summary only. For full details of the terms and conditions please visit www.businesscom.com.au/terms.

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCom will commence the connection process. Connection timeframes may vary upon the type of connection required and if there is a need for porting of existing numbers. BusinessCom will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on 1300 000 300.

BILLING

BusinessCom will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Any call charges will be calculated and charged according to the portion of the month that it relates to. BusinessCom's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$4.50. To opt in to paper billing, please contact our Customer Service Team on 1300 000 300.

PAYMENT METHOD

BusinessCom accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For full details please see www.businesscom.com.au/terms or contact our Customer Service Team on 1300 000 300.

CONTACT US

BusinessCom is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 300** or visit our website www.businesscom.com.au

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.businesscom.com.au/complimentsandcomplaints

If you are still not satisfied with the steps taken by BusinessCom to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with BusinessCom and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.