

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

BusinessCom SIP Trunks are the smartest, most cost effective way to connect your business to the public switched telephone network (PSTN). Enabled by our Tier 1 Carrier's unmatched reliability and scalability, the service allows you to make and receive phone calls by connecting a range of devices to a suitable broadband internet service.

The **Monthly Access Fee** includes a single SIP Trunk with allocated SIP Channels that determine the number of concurrent phone calls the service is able to support. Each SIP Trunk is also allocated an Australian phone number. You can also port-in your existing telephone numbers (additional charges apply). Calls are charged according to the location of the called number and optional Value Added Services and any other equipment or services required to operate your service are charged in addition to your Monthly Access Fee. This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure.

MINIMUM TERM and PLAN CHANGES

Minimum term is 12 months. During the term you can change your current plan to any of the SIP plans. Changes take effect from the time of activation.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

IP VOICE SIP TRUNKS	SIP LITE	SIP BIZ	SIP PRO
ACCESS FEE	\$9 per Month	\$14 per Month	\$50 per Month
SIP CHANNELS	1	2	10
LOCAL CALLS	8c per Call	7c per Call	6c per Call
NATIONAL CALLS	8c per Call	7c per Call	6c per Call
MOBILE CALLS	13c per Minute	11c per Minute	9c per Minute
CALLS TO 13/1300	35c per Call	35c per Call	35c per Call

Timed Calls are quoted in per minute rates and charged in one second increments.

ADDITIONAL CHARGES

Additional charges may apply for some Value Added Services such as Number Porting Services and additional Direct In-Dial Numbers. Please contact our Customer Service Team on **1300 000 300** to discuss your requirements.

MINIMUM TOTAL COST

Minimum total cost is \$147 on the SIP Lite plan and includes a \$39 Set Up Fee.

HARDWARE and INSTALLATION REQUIREMENTS

An internet service with minimum 100/100 Kbps per concurrent call is required to operate the service. You will be supplied with configuration details to be used with your choice of device. You are responsible for installation and configuration of a compatible device, network and routers. Please contact our Customer Service Team to check hardware and network compatibility.

CALLS to INTERNATIONAL NUMBERS

Calls to international numbers are charged according to the country being dialled. For all international call rates please visit our website or contact our Customer Service Team on **1300 000 300**.

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.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **inclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit www.businesscom.com.au

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. 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. BusinessCom's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$4.40. 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 further details please contact our Customer Service Team.

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**.

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.