

Business SIP CIS (Critical Information Summary)

Product Information – Square one telecom SIP (Session Initiation Protocol) are Business grade services that delivered to your premise over an Existing/New active broadband internet connection (Internet connection required that must be managed to handle SIP traffic with minimum 150/150kbps per concurrent call)

Hardware – Our SIP trunks required compatible IP PBX system that can enable all SIP trunk features

Contract Terms – 36 or 60 Months contracts available.

Early Termination Fees – If you cancel the services or disconnect within the minimum contract term ETF (Early termination fees) will apply and will be calculated as your minimum monthly access fees x remaining month of contract. Once you cancel the service any discount or promo offer will be gone by means you have need to pay cancellation fees according to original plan.

Pricing & Promotions – All mentioned plans are Inc. GST which will not reflect any promotions or discounts.

Shared Business Fleet			
PLAN NAME	BASIC	PREMIUM	ELITE
Plan cost	\$20.00	\$50.00	\$65.00
Local & National / Per call	14c	Unlimited	Unlimited
Mobile Calls/ Per minute	10c	Unlimited	Unlimited
13/1300	35c	35c	Unlimited
1800 Calls	Unlimited	Unlimited	Unlimited
Additional Direct In dial (DID)	\$2.00	\$2.00	Included
100 In dial Range	\$55.00	\$55.00	\$55.00

Exclusion – All International calls / Premium calls is not available on any of above mentioned plans. Any calls you make which is not listed on above plan will be charge extra.

Set up & Installation Fees - \$399 Ex. GST once fees will apply until or otherwise mentioned any credit in the contract.

Connection Time – Due to complexity of the product it can take 6-8 weeks to get the connection up & running in some cases can be sooner.

Billing – Square one telecom always bills you month in payment advance for the minimum monthly charges. First bill includes part of the month since services got active till the end of the billing period, also we will charge you for minimum monthly charge in advance for the next billing cycle. Direct debit is our preferred method, and you can set it up at the POS or sending an e mail or via phone. Paperless billing and electronics payments are free. Your bill will be email to your nominated e mail address. Paper bill is available as option for a monthly free \$2.95 to make a request for paper billing please contact us. If you don't pay your bill by due date \$15 late payments fees applies.

Fair go Policy – You must not use the services in an unacceptable, unreasonable, or fraudulent manner We may take an action if you breach above fair go policy including suspension and cancelling your services. You must use the services with integrity and honestly.

Feedback and Complaints – We will always encourage you to contact us first via e mail or phone call if you are not satisfied with the services or the solution we provided. We are committed to provide you the great service with honesty and integrity. We will do our best to resolve the issue but still if you wish to contact Telecommunication Ombudsman Industry you can contact them on 1800062058 OR submit an online inquiry at www.tio.com.au

Other Information – Square one telecom SIP is delivered over the broadband connections and VOIP should not regarded as a reliable service in an emergency. VOIP services are not recommended if your business requires a uninterrupted phone line due to disability, serious illness or other life threatening condition.