



BUSINESS UNLIMITED

Critical Information Summary

Information about the service

SERVICE DESCRIPTION

The Business Unlimited VOIP is provided to small business Australian and overseas customers. Plan is designed for normal office business usage and cannot be used for any type of Call Centers, Telemarketing, Calling Cards, Traffic terminations, Calls forwarding or aggregations from other networks, wholesale re-sale any of our services.

Australian Phone VoIP plans provide business access to make and receive calls over the internet to the Public Switched Telephone Network (PSTN), via Voice over Internet Protocol technology.

CONTRACT TERM

You have no contract liability; we provide service only on pre-pay basis.

KEY DETAILS

VoIP is internet telephony. The availability and quality of the service may differ from a standard telephone. Australian Phone only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about Australian Phone VoIP services and the Customer Service Guarantee is available on www.australianphone.com.au

You must maintain a broadband connection of at least 512/128k speed for each line. You will be supplied with the required hardware (with an additional payment for equipment) to use the service if required,

alternatively you may use soft phone on your PC or mobile.

Australian Phone VoIP Business Unlimited plan may be used to call the emergency number 000, in this case you should not regard any VoIP service as a reliable service in an emergency. Priority Assistance does not apply to Australian Phone VoIP services.

VoIP services are not recommended if you/another resident or business demands have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line.

Information about the pricing

MONTHLY ACCESS FEE

\$38.95 per month per each line capacity. One line means one concurrent outgoing or incoming call. If customer needs more than one call at one moment of time number of lines may be increased with \$38.95 per each additional line.

Monthly fee includes one Australian Phone Number (DID), any additional may be ordered separately and charged as \$2.5 AUD per month per number.

1300/1800 Phone numbers are ordered separately as \$9.0 per month for 1300 service and \$15.0 per month for 1800 services.

SETUP FEE

\$0 instant online activation, \$5 credit provided for FREE TRIAL, with no time limit

MINIMUM TOTAL COST

\$38.95 minimum cost, for at least one-month fees, including rental for one Australian DID from any location.

CALL CHARGES

Local/National calls: Included

Calls to 13/1300 numbers: Included

Australian Mobile calls: Included

Calls to "Australian Phone Company" customers (on net calls) numbers are free.

Incoming calls on 1300/1800 numbers are charged as 4.5 cents per minute with per second increment with 10 seconds minimum time.

TRUNK CAPACITY

For Business Unlimited plan Australian Phone provides SIP or IAX trunk with requested number of lines (concurrent inbound or outgoing calls) capacity.

INTERNATIONAL CALLS

Calls are charged in 60 second increments. Rates are subject to change.

Full details of international call rates are available on www.australianphone.com.au/calls/international-rates

EARLY TERMINATION CHARGE

No termination fees as far as no contract obligations required, money will be returned excluding paid for calls and monthly fees for used month.

Critical Information Summary

Other Information

FULL TERMS

Information and pricing is correct at time of printing. All pricing is exclusive of GST. This information is a summary only. Visit www.australianphone.com.au for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

USAGE INFORMATION

For information about your current usage levels please use the Australian Phone MY ACCOUNT area available at www.australianphone.com.au or contact Customer Service by calling 03 9999 82 89.

PAYMENTS

Accounts must be paid by PayPal, Credit Card (including automated) online payment, BPAY via MY ACCOUNT area, or Direct EFT to Australian Phone Company bank account. Visit www.australianphone.com.au. No option for Direct Bank Debit is currently available.

CONTACT US

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 03 9999 82 89 8am - 8pm AEST, Monday to Friday, and 9am - 5pm Saturday. If we are unable to resolve your issue to your satisfaction, please visit <http://www.australianphone.com.au/support/f-a-q/137-cust-service> to

see our complaint handling policy. If you are still not satisfied with the steps taken by Australian Phone to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Australian Phone and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

ONLINE BILLING

You can save and support the environment by opting for our online billing. Please visit MY ACCOUNT area at www.australianphone.com.au

FAIR USE POLICY

We are keeping rights to apply our "Fair Use Policy" at "Business Unlimited" plans that have "Included", "Untimed", and "FREE" options when we detect unreasonable usage and reserving rights to change plan without any future notice.

Under unreasonable usage for "Business Unlimited" plans we understand using of your "Business Unlimited" plan for any apart from normal office purposes like: Call Centers, Telemarketing, Calling Cards, Traffic terminations or any similar use, any type of Automatic – Dialers (Including Alarm Systems), Calls forwarding or aggregations from other networks, wholesale re-resale any of our services. We may identify these issues by type of connected device, calls profile or any symptoms that we may consider as reasonable. In case we find your usage unreasonable we contact to you by e-mail with a first and last warning. If usage continues in the same manner - we switch you to business plan with no included calls option or your service may be suspended without any money refund.

If you have any questions regarding your service call us on

03 9999 82 89

www.australianphone.com.au