

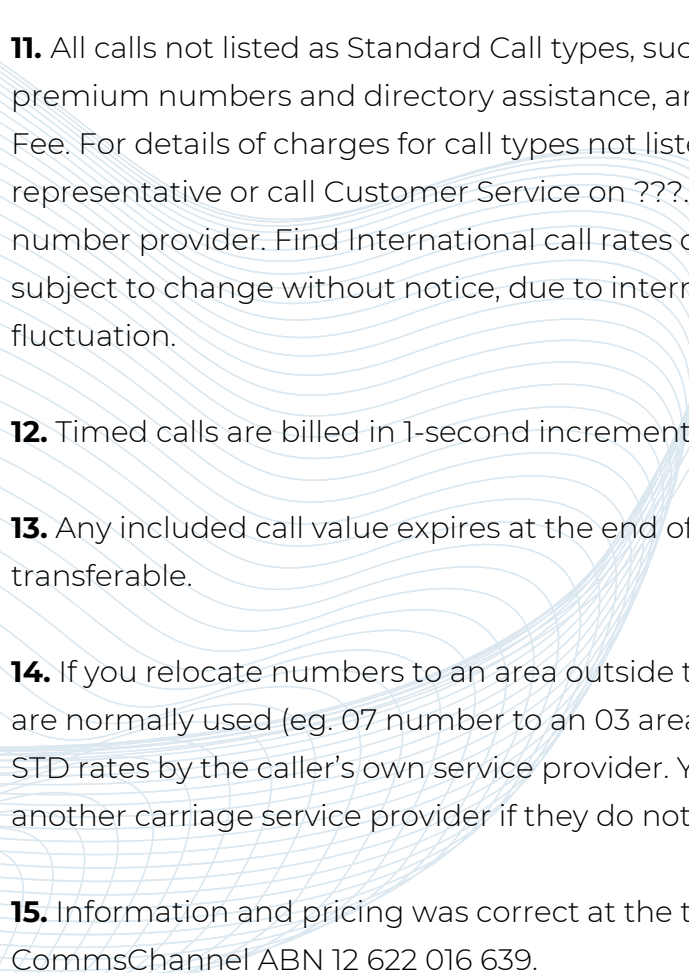


# CommsChannel

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**Flat Rate SIP - CIS**

- 1.** CommsChannel SIP is a telephone service provided via your internet . An internet service with a minimum of 100/100 Kbps per concurrent call is required for a CommsChannel SIP service. It can be delivered over an existing internet connection or you may order a new one from CommsChannel. Applicable internet rates apply. Service availability and quality may differ from a standard telephone service. The quality of the service is subject to network and Internet congestion. A CommsChannel SIP service may not be suitable if you require an uninterrupted phone service with access to 000 emergency services. The service will not function should there be a power outage.
- 2.** Priority Assistance is not available on this service. More information about Priority Assistance is available at <https://www.acma.gov.au/Industry/Telco/Carriers-and-service-providers/Universal-service-obligation/priority-assistance-carriers-service-providers-acma>
- 3.** CommsChannel SIP requires the installation and configuration of a compatible PBX in order to operate. It is your responsibility to provide this, including any associated cabling, and configuration of your network as well of the supply and configuration of any routers and/or switches within your network in order to allow the CommsChannel SIP service to work. CommsChannel also offers an onsite, Valet installation service for an additional fee. For more information, please contact your account manager. Any additional cabling, routers and/or switches deemed necessary to deliver the service can be supplied at an additional cost.
- 4.** Free calls are calls made from your CommsChannel SIP service to another office phone or Australian mobile service on the same CommsChannel account - no connection fee applies.
- 5.** The CommsChannel Fair Use Policy (FUP) and Acceptable Use Policy (AUP) apply.
- 6.** Flat rate included plans are for general business usage and not available in call centres, auto-diallers or for permanent diversion to another number
- 7.** When porting phone numbers to CommsChannel SIP please be aware that you may be charged a fee by your existing provider. Where the existing provider is CommsChannel a fee may be payable, particularly for some legacy products you are porting to CommsChannel SIP.
- 8.** Contract terms of 12, 24, and 36 months are available. Minimum total costs are calculated as Contract length x Monthly Fee plus applicable set-up fee plus any applicable equipment fees.
- 9.** Should you sign up for a Minimum Term agreement and cancel before the agreed minimum term ends, an early termination fee of \$200 per channel, pro-rated over the remaining months of your contract will apply plus any outstanding monthly payments for CPE provided in conjunction with the service.

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- 10.** Upgrades and downgrades to CommsChannel SIP services are available upon request. Fees may apply. Please speak to your CommsChannel representative for more information.
  - 11.** All calls not listed as Standard Call types, such as calls to 1300/13, international numbers, premium numbers and directory assistance, are charged in addition to the Monthly Access Fee. For details of charges for call types not listed, please contact your CommsChannel representative or call Customer Service on ???. Charges to premium numbers are set by the number provider. Find International call rates on our website, please note they may be subject to change without notice, due to international carrier pricing and currency fluctuation.
  - 12.** Timed calls are billed in 1-second increments.
  - 13.** Any included call value expires at the end of each month and is not refundable or transferable.
  - 14.** If you relocate numbers to an area outside the geographic zone in which your numbers are normally used (eg. 07 number to an 03 area), calls to those numbers may be charged at STD rates by the caller's own service provider. You may not be able to port the numbers to another carriage service provider if they do not support out-of-area numbers.
  - 15.** Information and pricing was correct at the time of printing. All pricing is exclusive of GST. CommsChannel ABN 12 622 016 639.
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