

Critical Information Summary



Digital Consulting Group

SIP TRUNK VOICE SERVICE

INFORMATION ABOUT THE SERVICE

The following is a quick summary of all the important information about the Digital Consulting Group Pty Ltd SIP Voice Service. SIP Plans are offered as a phone service delivered via your Internet connection, sometimes referred to as Internet or IP telephony.

Minimum monthly access charge

Please refer to the tables below for the total minimum charges by product and term.

Minimum contract term

12 Months

Other important conditions

- Offer available to approved customers only and is unbundled.
- Services are provided under our Standard Form of Agreement available on our website.
- Early termination fees apply (except during any applicable cooling off period).
- A minimum of 1 x SIP DID Number and 1 x SIP Trunk Line is required per account
- Fair Use Policy applies
- All prices exclude GST unless indicated

INFORMATION ABOUT PRICING

Your minimum monthly charge and total minimum plan cost

The following tables list the pricing components for the VOIP SIP Trunk services, to calculate the total minimum cost over the contract period multiply the minimum cost by the quantity selected and or add your selected products:

SIP DID Numbers – Ex GST

Service	Minimum Monthly Ex GST	Total Minimum 12 Months Ex GST	Other Information
SIP DID (Number) x 1	\$6.00	\$72.00	
SIP DID (Numbers) x 5	\$20.00	\$240.00	
SIP DID (Numbers) x 10	\$30.00	\$360.00	
SIP DID (Numbers) x 50	\$40.00	\$480.00	
SIP DID (Numbers) x 100	\$60.00	\$720.00	

Note: At least 1 x SIP DID number is required per account, multiple for individual staff or termination points.

SIP Trunks Lines – Ex GST

Service	Minimum Monthly Ex GST	Total Minimum 12 Months Ex GST	Other Information
SIP Trunk (Line) x 1	\$4.00	\$48.00	
SIP Trunk (Lines) x 5	\$17.50	\$210.00	
SIP Trunk (Lines) x 10	\$30.00	\$360.00	
SIP Trunk (Lines) x 15	\$37.50	\$450.00	
SIP Trunk (Lines) x 20	\$40.00	\$480.00	

Note: At least 1 x SIP Trunk line is required per account, multiple are required to make/receive simultaneous calls.

Total Minimum Example: 2 x SIP DID Numbers over 12 months will cost \$144.00 and if combined with a SIP Trunk Lines x 5 service @ \$210.00 over 12 months the total combined minimum cost over the contract period would be \$354.00 ex GST

Number Porting Charges - Ex GST (Once off)

Port Type	Per Number	1 – 5 Numbers	6 – 100 Numbers	101+ Numbers
CAT A Simple Port Per Number	\$15.00			
CAT C Complex Port		\$75.00	\$150.00	\$180.00

Number porting charges apply if you want to transfer your existing phone number (regular landline or VOIP) to your SIP service. For further information visit: <http://www.acma.gov.au/Industry/Telco/Numbering/Portability/local-number-portability-code>

SIP Call Rates – Ex GST

The table below shows the standard call rates applicable to this SIP Service.

Call Type	Call Rates
Local	\$0.10/call
National	\$0.10/call
Fixed to Mobile	\$0.15/min
13/1300	\$0.25/call
International - Rates vary, please contact our sales team	TBA

Note: All timed calls are billed in one (1) second increments without a flag fall or minimum call cost.

Usage Information

For information about your current usage levels please contact Customer Service by calling **1300 130 109**.

Important Qualifications and Information about the service

An internet service with a minimum of 100/100 Kbps per concurrent call is required for the SIP service. You can utilise an existing internet connection or request a new one from Digital Consulting Group. Applicable internet rates apply. This service does not support the 'Priority Assistance' service features for persons with life-threatening medical conditions; nor do we provide support for teletypewriter equipment or calls to some operator or premium rate services. VOIP uses new technology and as such certain services like monitoring services, fax/modem & alarms may not function.

Connection Timeframe

Once we've accepted your application, we'll try to connect your phone service on the date you ask for, but this might not always be possible, we aim to connect all new services within 2-3 working days of your request.

Porting time frames will vary dependant on many factors including the type of port (Cat A, Cat C, Cat D) and the process and acceptance by the losing carrier.

Billing

We will bill you in arrears for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you signed up to your plan until the end of that billing period. Our billing period starts on the 1st of every month.

Early cancellation of your Service

If you cancel your service, you will not be eligible to receive a refund on any fees that you've already paid to us.

If you cancel your service after activation but before the Minimum Term has ended, you'll be charged an Early Termination Fee (ETF) up to the maximum amount of \$2500.00 ex GST, this will be pro-rated by the number of months remaining in the Minimum Contract Term.

If you require your Service to be moved to a different area, you'll need to restart your term to avoid any ETF. If the Service isn't available in the area to which you would like it moved, your Service will be cancelled and an ETF will apply.

OTHER INFORMATION

Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact us on: <http://www.digitalconsulting.com.au/contact-us>

You can also call us on **1300 130 109**

Concerns or disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy, or call us on **1300 130 109** Monday to Friday (9am-5pm AEST) or visit our website at <http://www.digitalconsulting.com.au/contact-us>

If you are not satisfied with the resolution of your complaint you can contact the Telecommunications Industry Ombudsman:

Phone: 1800 062 058.

Email: tio@tio.com.au

Website: www.tio.com.au