

Critical Information Summary



SIP Premium

SIP Lines (each line)	Monthly Cost
On Net Calls (not included in Channels)	Free
SIP Premium Channel (includes local, national & 13 calls)	\$ 25 / each

Port Administration Charges	Monthly Cost
Simple Port	Per number \$ 12
Complex Port	Per batch* \$ 230

Port administration charges include compulsory PNV. These charges are for ports scheduled during normal business hours between 9am and 5pm AEST.

* Batch is a porting request submitted to the losing carrier. If you are porting numbers that are multiple sites/multiple exchanges or from multiple carriers, then we need to log a separate batch per site/per exchanges/per carrier, even though it belong to a single customer.

Port Rejection Charges	Monthly Cost
Simple port	Per attempt per number \$32
Complex Port	Per attempt per batch \$ 27

SIP DID'S	Monthly Cost
1 number	\$ 5
10 Number Range	\$ 15
50 Number Range	\$ 24
100 Number Range	\$ 48
Mobile	\$ 8

Information about the service

The Service:

SIP Premium is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Flintel Group or by another service provider.

Connectivity:

To access the Service, you may need a dedicated fixed line broadband Internet connection, such as NBN, ADSL 2+, Fibre, Ethernet or SHDSL

Mandatory components:

You may need a broadband modem for the service to work as well as an existing SIP server and/or compatible SIP handsets. We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

Minimum term:

The service is not under contract

Important conditions:

Flintel Group plans provide you with a PBX license with access to all standard PBX features. If you have current numbers with another provider for your phone service and you would like to keep them, then they will

need to be ported. No porting fees apply. Flintel Group Hosted Voice is not available for telemarketing, call centre function and similar uses. If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing. We will bill you in advance for the minimum monthly charge and features, and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Fair Use Policy applies.

Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. A late payment fee of 2% will apply to invoices paid past the invoice due date. All bills are delivered by email and Direct Debit options are preferred.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Other information

Usage information:

You can monitor your usage at www.flintel.com.au.

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 294 090 or by sending an email to Contactus@flintel.com.au if you have any questions, would like to give feedback or lodge a complaint.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows:

Critical Information Summary



SIP Premium

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of August 2022.