

## Information about the service

### Service Description

This is a Voice Over IP Service delivered onto your mobile soft phone or IP handset. The broadband may be provided by SIPcity or another provider. This Service does not include the cost of your broadband internet connection.

### Plan Inclusions

- 8 Concurrent call
- 15 DID from your nominated area
- Eligible for Add-on calling packs and services available for purchase:
  - Mobile minutes
  - Standard International destination minutes
  - Single Numbers
  - 100 Number Blocks
  - vFax

### Service Availability

SIPcity Unlimited VoIP requires a mobile and/or fixed broadband internet service. Each VoIP call requires a minimum of 100kbps of uncontested upstream and downstream bandwidth for optimal quality.

### Small and Medium Business eligibility

SIPcity Unlimited VoIP is available to Australian business customers only. To be eligible for this plan you or your business must provide us with a registered ABN, ARBN or ACN.

### Additional Services and Promotions

This fine print doesn't include any value added services (add-ons) or special promotions that you select whilst you have this calling plan.

### Cloud PBX Features and Availability

This plan includes access to all the Cloud PBX features to enable you to use this service. The Cloud PBX is available to all customers. Features are only limited where a customer has purchased "Naked Lines".

### Billing Information

Your account is charged on the same day each month which is called your Bill Anniversary Date, and is the date your account was created, eg 12 May, 12 August).

As SIPcity is a pre-paid service you will be issued at the end of each month with a Statement of Activity. This details the service use along with any payments made into the account during the billing period.

Your first monthly statement may include partial month charges from when the service was activated until the next billing date. Any additional charges for non-recurring items used during that billing period will also be shown.

### Payments

Payment for this service is made via credit card paid directly into your online account via our secure payment gateway. Alternative payment arrangements to pay via direct credit into our bank are also available.

### Pre-paid Service

This service is to be pre-paid in advance. This includes calling, value added extras and add-ons, equipment purchases and number porting. Your account must always have a positive credit balance to ensure there is no disruption to your calling service.

### Minimum Term

This plan is available on a month-to-month basis and there is no contracted term beyond one month. You can cancel your service at any time.

### Cancellation

This service is supplied on a month-by-month pre-paid basis, so no early termination or cancellation fees apply. You may cancel your account by completing our online Cancellation Form.

## Plan Usage Charges

All pricing includes GST

|  |              |
|--|--------------|
| Plan price per month                     | \$80.00      |
| Standard local and national calls        | 800 mins     |
| Standard local and national calls        | 8c per min   |
| Standard calls to Australian mobiles     | 18c per min  |
| Calls to numbers on your SIPcity account | Unlimited    |
| Calls to 13/1300 numbers                 | 35c per call |
| International calls                      | Rate card    |
| Call rating                              | 30 second    |

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.sipcity.com/au/customer-terms](http://www.sipcity.com/au/customer-terms) for our Terms of Agreement which set out terms and conditions on which we provide our products and services.

### SIPcity Fair Use Policy

The Fair Use Policy ensures that all our customers can access our services, and don't use our services in a manner that we deem "unreasonable" or "Unacceptable", including but not limited "non-ordinary" or "commercial purpose use" of this plan. The Fair Use Policy also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibility to comply with directions from regulatory and other law enforcement bodies. You can find that policy at <https://sipcity.com.au/legal/fair-use-policy/>

## Other Information

### Customer Service

Call us on 1800 150 686 during Australian Eastern business hours for assistance with your account balance and usage. You can update your payment details and check your usage status by logging into your SIPcity Cloud PBX account at any time. For other assistance email [support@sipcity.com.au](mailto:support@sipcity.com.au) or chat with our team by clicking the chat icon from inside your SIPcity Cloud PBX account.

### Dispute Resolution

Submit any concerns to [customerservice@sipcity.com.au](mailto:customerservice@sipcity.com.au).

### TIO Contact Details

We love to help our customers and endeavour to provide the best service. However, if we haven't been able to assist you and you have exhausted all avenues for resolving your complaint within SIPcity, and you're not satisfied with the resolution you have been offered, you have the option to contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058 or visit <http://www.tio.com.au/about-us/contact-us/>