Lite 10 (Annual) - $41.67/month

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

- 10 Local phone numbers from your nominated area (within Australia)
- 5 Concurrent calls
- Optional Add-on calling packs and services available for purchase.

Service Availability

SIPcity 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 VoIP is available to Australian business customers only. To be eligible for this plan you or your business must provide us with registered business details including ABN, ABRN 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.

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, number porting and taxes and fees. Your account must always have a positive credit balance to ensure there is no disruption to your calling service.

Plan price per month $41.67 *Payable annually in advance*	$500.00
Included Domestic outbound minutes within Australia	5,400 mins/year
Overage per minute	$0.08
Calls to 13/1300 numbers	35c per call
International calls	Rate card
Call rating	Per minute
Contract period	1 Year

Information and pricing are correct at time of publishing. All pricing is inclusive of GST. This information is a summary only. Visit https://sipcity.com.au/legal/terms-of-use/ for our Terms of Agreement which set out terms and conditions on which we provide our products and services.

Minimum Term

This plan is available on an annual basis. The account is auto-renewed each year and remains active until we receive a cancellation request by you. You can cancel your service at any time.

Cancellation

This service is supplied on an annual pre-paid basis, so no early termination or cancellation fees apply.

You may cancel your account by completing our online Cancellation Form.

Other Information

Customer Service

Contact us via chat or email during Australian Eastern Time 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 or chat with our team by clicking the chat icon from inside your SIPcity Cloud PBX account.

Dispute Resolution

Submit any concerns to accounts@sipcity.com.au.