

SERVICE DESCRIPTION

A VP Net SIP ENTERPRISE SIP Trunk service is a business grade VoIP service that allows you to make and receive concurrent calls over an ADSL broadband connection. A VP Net SIP Trunk Service can provide your business with a low cost phone service allowing for every staff member in your office to have a direct in dial number without the expensive line rental costs.

STANDARD INSTALLATION REQUIREMENTS

For the best quality, a VP Net ADSL2+ service is recommended. You will also require suitable hardware. Our team can provide you with information regarding the most suitable hardware solution for your needs.

MINIMUM CONTRACT TERM

36 months

KEY DETAILS

SIP Trunks

Your Monthly Access Fee includes a minimum of 2 SIP trunks. If your business grows and you need more than the minimum 4 SIP lines, you can simply order more.

Additional SIP lines are priced from \$55 per month for 2-9 lines, down to \$40.00 per month for 30 or more lines.

Numbers

You can order numbers from VP Net or we can port-in numbers from your current carrier.

Choose the number block package to suit your needs.

- **Single numbers cost \$3.50 per month.**
- **100 Number blocks cost \$39 per month**

Other optional Value Added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

MINIMUM MONTHLY ACCESS FEE

This depends on the quantity of numbers you have ordered and the number of SIP lines. For example, with one number and 2 SIP lines, your minimum monthly access fee will be \$110.

MINIMUM TOTAL COST

The Minimum Total Cost is an amount calculated as the Minimum Monthly Access Fee plus any call charges, plus any Early Termination Charges.

STANDARD CALL CHARGES

- **Local Calls – Un-metered**
- **National Calls – Un-metered**
- **Fixed to Mobile Calls – Un-metered**
- **International Calls – Un-metered to 20 destinations**
- **13/1300 Calls – 33c per call**

This service is subject to the VP Net Fair and Acceptable Use Policy – (Maximum of 500 calls per month per SIP line). For more information, go to: <https://www.vpnet.com.au/fair-acceptable-use-policy/>

INTERNATIONAL CALL CHARGES

SIP ENTERPRISE includes Un-metered calls to 20 International Destinations. To make calls to other destinations, you will need to order one of our other plans and these calls will be charged

for as per our International Rates schedule:

www.vpnet.com.au/international-call-rates/

EARLY TERMINATION / CHANGE CHARGES

To cancel your plan, or to make a change that reduces your spend, before the 36-month contract is expired, you will have to pay an Early Termination Charge (ETC). This amount of your ETC will be your contracted Monthly Access Fee at the time of cancellation multiplied by the number of months remaining on the contract. And in order for your contract to be considered cancelled or changed, the Early Termination Charges (ETCs) must be paid in full, plus all unpaid invoices within 30 days or the ETC

SCHEDULE OF FEES and CHARGES

We have some miscellaneous charges you should know about.

Check the full list of charges at: <https://vpnet.com.au/schedule-fees-charges/>

COSTS OF CHANGING TO SIP

Moving to SIP will usually require changes to your Telephone System, and may involve Early Termination Charges from your current carrier, so you should ask your PABX provider and Carrier (or have us liaise with them) to know what these costs will be.

FULL TERMS & CONDITIONS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit <https://vpnet.com.au/terms-and-conditions/> which sets out the terms and conditions upon which we provide our products and services.

USAGE INFORMATION

For information about your current usage levels please contact Customer Service on 1300 936 450.

BILLING

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

CUSTOMER SERVICE

If you have any questions regarding your plan, technical support or service please call us on 1300 936 450.

COMPLAINTS / DISPUTES

If you have a problem or complaint about your service please call us on 1300 936 450 or visit <https://vpnet.com.au/complaint-handling-process> for information on our complaints handling procedure and relevant contact information.

FURTHER ASSISTANCE

If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at www.tio.com.au