

CRITICAL INFORMATION SUMMARY

SIP Voice

Information about the Services

Here's a quick summary of all the important information about the SIP plans. The service is a post-paid Business Voice service delivered via your Internet connection

Minimum Term is 60 months.

Other Important Conditions

Offer available to approved customers only & this summary may not reflect any discounts or promotions which may apply from time to time

Services are provided under our Standard Form of Agreement <http://www.o2communications.com.au>

Fair Use and Acceptable Use Policy Apply - <http://www.o2communications.com.au>

Early Termination Charge applies (except during any applicable cooling off period).

Information About Pricing

Product	SIP Basic	SIP Premium	SIP Ultimate
Monthly Access Fee	\$ 40.00	\$ 70.00	\$ 90.00
Voice	1* DID – Minimum 2 * Concurrent Calls	1* DID – Minimum 2 * Concurrent Calls	1* DID – Minimum 2 * Concurrent Calls
Standard Local Fixed Calls	\$ 0.22 per call	Included	Included
Standard National Fixed Calls	\$ 0.30 per call	Included	Included
Fixed to Mobile Calls	\$ 0.30 per minute	Included	Included
13/1300	\$ 0.40 per call	\$ 0.40 per call	Included
International	Different rates apply to international numbers. Calls are charged per minute block. For international call rates, please contact o2 Communications.		
Minimum Spend Over 60 Months	\$ 2400.00	\$ 4,200.00	\$ 5,400.00

Early Termination

If you cancel your Business SIP service, or it is disconnected, Early Termination Fees (ETF) may be applicable. If you are on a 60-month contract, this fee is calculated as your monthly access fee, multiplied by the months remaining in your termed contract. If you have a Hardware Rental agreement, you will be charged using the same formula, regardless of your Business SIP contract status.

Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

Phone: 1300 966 642 - Monday to Friday (9am-5pm AEST)
Email: support@o2communications.com.au
Website: www.o2communications.com.au
ABN: 55 650 935 096

Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy.
<http://www.o2communications.com.au/>
or call us on 1300 966 642 Monday to Friday (9am-5pm AEST).

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

CRITICAL INFORMATION SUMMARY

SIP Voice

Availability

An internet service with a minimum of 100/100 kbps per concurrent call is required. You can utilise an existing internet connection or request a new service from o2 Communications. Applicable internet charges apply. In addition to an internet connection an IP capable modem / router, IP Phone or an IP enabled PBX is required.

These can all be sourced additionally from o2 Communications if required.

Hardware

An internet service with a minimum of 100/100 kbps per concurrent call is required. You can utilise an existing internet connection or request a new service from o2 Communications. Applicable internet charges apply. In addition to an internet connection an IP capable modem / router, IP Phone or an IP enabled PBX is required. These can all be sourced additionally from o2 Communications if required.

Bringing Over Existing Number

One "Simple Port" per service is included. If the number, you would like to bring over is considered a complex port then a \$150 Complex Port fee will apply.

Billing

We will bill you in advance for the Monthly Access Charge features. Your bill will include charges for part of the month from the month from when you signed up to your plan until the end of that billing period, as well as the Monthly Access Charge in advance for the next billing period.

Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

Phone: 1300 966 642 - Monday to Friday (9am-5pm AEST)

Email: support@o2communications.com.au

Website: www.o2communications.com.au

ABN: 55 650 935 096

Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy.

<http://www.o2communications.au/.com.au>

or call us on 1300 966 642 Monday to Friday (9am-5pm AEST).

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