

# Critical Information Summary - SIP

## Service Information

Expert SIP services are basic phone lines, or channels, connected via the Internet, also known as VoIP or IP telephony.

A minimum of 2 SIP channels are required, and single channels can be purchased after the minimum at the same rate. You cannot choose two different products/plans.

They are generally used to connect SIP capable phone systems or gateway devices to the telephone network. Equipment is generally required to access the service.

## Service Availability

Services may not be available to all areas, premises, or customers. If we are unable to connect all your requested services, we will attempt to contact you to discuss further options first or, if we can't contact you after making reasonable attempts, we will cancel your order.

An Internet service with a minimum of 100/100 Kbps per concurrent call is required for an Expert SIP service. You can utilise an existing Internet connection or request a new one from us. Applicable Internet rates apply.

To use an Expert SIP service, you will need a high-speed Internet service (broadband), a SIP capable modem/router and a SIP-enabled PBX. These can all be sourced additionally from Expert if required; please speak to your account manager for more information.

Calls to International destinations are blocked by default due to high risk of fraud. You may arrange to unblock these destinations, upon accepting full responsibility for payment for any calls from your service makes to these destinations. The 'International Call Waiver' form is required to be signed by an authorised representative before international calls will be unblocked.

You must inform us if the service is intended to be used in conjunction with a disability or medical service, back to base alarm or is intended to carry data services such as Fax, EFTPOS or HiCaps. These services may not be supported or may require an alternative service or additional equipment.

## Standard Installation Requirements

Standard installations completed by Expert are done at additional charge to you. Nonstandard, additional, or subsequent installations including but not limited to Professional Installs may require you to pay additional charges.

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

In the event of a power outage, your services will not work unless you maintain a back-up battery.

## 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.

Expert SIP services are not available for resale or high-volume telemarketing.

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## Understanding My Bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

## Pricing Information

Product	PAYG	Value	Value Plus	Premium
Minimum Monthly Access Fee	\$11.00 per channel	\$22.00 per channel	\$35.00 per channel	\$50.00 per channel
Local Calls	\$0.11 per call	Included	Included	Included
National Calls	\$0.11 per minute	Included	Included	Included
Mobile Calls	\$0.22 per minute	\$0.22 per minute	Included	Included
13/1300 Calls	\$0.44 per call	\$0.44 per call	\$0.44 per call	Included
International	Pricing available on our website			
Minimum Cost (24-month term)	\$528.00	\$1,056.00	\$1,584.00	\$2,400.00
Minimum Cost (36-month term)	\$792.00	\$1,584.00	\$2,376.00	\$3,600.00

## Changes To Your Plan

From time to time, we may make changes to our plans (including price and inclusions), and we may need move you to a new plan (which may cost more). This is only applicable if you are out of contract.

If we change your plan or move you to a new plan:

- (a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- (b) If you don't like the changes or the new plan, you can choose a new plan, or cancel your plan. If you cancel, you'll need to pay out the remaining cost of your devices, accessories, or services in full.

## Minimum Contract Term

24 months (36 month also available)

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## **Cancellation Policy**

Clients must give a minimum of 30 days' notice when cancelling service/s.

Notice of cancellation must be in writing.

- Either via email to [salesupport@exptel.com.au](mailto:salesupport@exptel.com.au)
- OR in a letter addressed to 'The Sales Support Team' at 2/28A Albert Street, Preston VIC 3072.

Calculations of 'remaining months of agreement' will commence after this 30-day notice period.

## **Early Termination Charge**

If you cancel the SIP service within your 24 or 36-month term you will be charged '50% of the monthly access fee' multiplied by 'the number of months remaining', multiplied by 'the number of channels'.

If you are purchasing additional hardware such as a Modem or an Analogue Telephone Adapter (ATA) on a Monthly Repayment Option (MRO), cancelling within the repayment period will also trigger early repayment of the hardware.

SIP features such as Direct Indials or Fax-to-email, are classed as Value Added Services, and hold no contract term.

## **Moving Back To Copper**

If you take up this service, you will not be able to move back to a copper service. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Priority Assistance is not available on this service.

## **Complaint Handling**

If for some reason you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please email us at [salesupport@exptel.com.au](mailto:salesupport@exptel.com.au) and request to escalate.

If you are still not satisfied with the steps taken by Expert to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Expert and is an option of last resort. Contact the TIO by visiting [tio.com.au](http://tio.com.au) or by calling 1800 062 058.

## **Need Help? We're Here For You.**

Visit [expert-telecom.com.au/contact-us/](http://expert-telecom.com.au/contact-us/) for our support options. Call 03 9474 0044, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format. This is a summary only. The full legal terms for this service are available at [expert-telecom.com.au/customers-terms-conditions/](http://expert-telecom.com.au/customers-terms-conditions/)

# Critical Information Summary – SIP

## Grandfathered plans

Product	Value Plus
Minimum Monthly Access Fee	\$33.00 per channel
Local Calls	Included
National Calls	Included
Mobile Calls	150 Included per channel, \$0.22 per minute thereafter
13/1300 Calls	\$0.44 per call
International	Pricing available on our website
Minimum Cost (24-month term)	\$1,584.00
Minimum Cost (36-month term)	\$2,376.00
Plan available until	17/05/2022

THANK YOU FOR CHOOSING EXPERT TELECOMMUNICATIONS  
FOR YOUR BUSINESS COMMUNICATIONS