

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

Real ICT SIP Trunks are the smartest, most cost effective way to connect your business to the public switched telephone network (PSTN). Enabled by our Tier 1 Carrier's unmatched reliability and scalability, the service allows you to make and receive phone calls by connecting a range of devices to a suitable broadband internet service.

The **Monthly Access Fee** includes a single SIP Trunk with allocated SIP Channels that determine the number of concurrent phone calls the service is able to support. Each SIP Trunk is allocated an Australian phone number and you can port-in your existing telephone number if required. This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure.

MINIMUM TERM and PLAN CHANGES

Minimum term is 36 months. Please note: an account can only have one type of SIP plans. All SIP services must either be on FLEXI plans or ULTIMATE plans, combination of both types of plans is not available.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

SIP TRUNKS	ULTIMATE
ULTIMATE SIP	BIZ36
ACCESS FEE	\$55 per Month
SIP CHANNELS / CONCURRENT CALLS	1
TERM	36 Months
LOCAL CALLS	Included
NATIONAL CALLS	Included
MOBILE CALLS	Included
CALLS TO 13/1300	29c per Call

The use of the service(s) and Included Calls are subject to Real ICT's **Fair Use Policy**.

ADDITIONAL CHARGES

Additional charges may apply for some Value Added Services such as Number Porting Services and additional Direct In-Dial Numbers.

SET UP FEES and MINIMUM TOTAL COST

Set Up Fee: \$0. Minimum Total Cost: \$1,980

HARDWARE and INSTALLATION REQUIREMENTS

An internet service with minimum 80/80 Kbps per concurrent call is required to operate the service. You will be supplied with configuration details to be used with your choice of device. You are responsible for installation and configuration of a compatible device, network and routers. Please contact our Customer Service Team to check hardware and network compatibility.

INCLUDED CALLS and FAIR USE POLICY

Included calls are subject to Real ICT's Fair Use Policy. Services utilising Ultimate PBX plans must be used in a way that is consistent with a typical business' calling usage and must not be used for telemarketing or call centre operations.

CALLS to INTERNATIONAL NUMBERS

Calls to international numbers are charged according to the country being dialled. For all international call rates please visit our website.

EARLY TERMINATION CHARGE and CANCELLATIONS

Service cancellations within the minimum term are subject to Early Termination Fees (ETF). ETF is calculated as percentage of monthly access fee multiplied by months remaining. Cancel within 12 months: ETF=75%; 13-24 months: ETF=50%; after 25 months: ETF=25%.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit www.realict.com.au

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, Real ICT will commence the connection process. Connection timeframes may vary upon the type of connection required. Real ICT will inform you of the approximate connection timeframe at the time of application.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 00 50 60**.

BILLING

Real ICT will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Real ICT's standard method for bill delivery is email.

PAYMENT METHOD

Real ICT accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

CONTACT US

Real ICT is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 00 50 60**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.realict.com.au/complimentsandcomplaints

If you are still not satisfied with the steps taken by Real ICT to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Real ICT and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.