

# Critical Information Summary

## - Business VoIP



For everything internet, trust a local.

This summary provides important information regarding OntheNet's Business VoIP service. Full terms and conditions are available on our website [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

### Information About the Service

Business VoIP is a Business grade Voice over IP (VoIP) service which allows phone calls to be made via a broadband Internet connection. The service requires a suitable broadband Internet connection as well as compatible hardware. This product is not required to be bundled with any other OntheNet product although it is recommended that it be used in conjunction with an OntheNet broadband service.

#### The service includes:

- Free setup, no line rental costs and no set monthly plans.
- One SIP trunk which supports up to 60 simultaneous calls.
- Online access to the OntheNet Toolbox to view call records and modify SIP trunk settings.
- Usage notifications via email.
- After hours Technical Support.

#### Optional features include:

- Geographic, Freephone (1800) and Local Rate (1300) telephone numbers.
- Fax to Email, for sending and receiving faxes via email instead of a traditional fax machine.
- Multi-tiered call forwarding, to divert or failover calls to another phone number or phone system/PBX.
- Outbound caller ID by extension (if using a PBX).
- IP authentication (if required by your PBX).

#### Exclusions, Limitations and Restrictions

- Amount of simultaneous calls is dependant on available broadband bandwidth, the VoIP codec and equipment used.
- Simultaneous international calls are limited to 5. Calls cannot be made to 1900 numbers.
- The service is not to be used for inbound calls only.
- Any calls that exceed 12 hours shall be automatically terminated.
- For Fax to Email, the customer must have their own domain name and a telephone number dedicated to receiving faxes.
- Call waiting, incoming caller ID, call hold/resume and voicemail features are not included but may be used if provided by the customer's hardware.
- The service does not include Priority Assistance Service for life threatening medical conditions.

OntheNet propose that you waive your Customer Service Guarantee (CSG) protection and rights in full as described on the OntheNet website [www.onthenet.com.au/csg-waiver](http://www.onthenet.com.au/csg-waiver). You are not obliged to waive your protection and rights however OntheNet may choose not to supply the service if you do not agree to waive your protection and rights in full. By waiving your protection and rights you agree that you are not able to make a claim to OntheNet for compensation where the CSG standards have not been met.

**Telephone Numbers** - A telephone number is needed to be able to receive calls. Australian geographic numbers, Freephone (1800) and Local Rate (1300) numbers are supported and existing numbers may be ported to OntheNet.

Geographic numbers can be provided for all Australian capital cities. Other regions may not be available. If the region chosen is not the region the customer is located in then the customer will have an Out of Area number. An Out of Area number may not be able to be ported to another service provider in the future and calls to or from the number will be charged as if the customer is located in the region identified by the number and not the region the customer is actually located in.

1300 and 1800 numbers are virtual numbers that are routed to a single destination number (answering point) therefore the customer must also have another number to route inbound calls to.

**Minimum Term** - There is no contract term.

**Hardware** - Compatible hardware and/or software is required to use the service. The service is compatible with a wide range of VoIP compatible PBX/phone systems. Hardware can be purchased from OntheNet as an optional extra if required.

## Information About Pricing

**Minimum Monthly Fee** - Monthly fees will vary depending on call charges and the telephone numbers hosted by OntheNet. There is no monthly fee for the Business VoIP Service itself however OntheNet reserves the right to terminate the Service if total call charges equal less than \$50 per month on average over any three month period.

**Call Rates** - A full list of call rates can be viewed online at [www.onthenet.com.au/business-voip](http://www.onthenet.com.au/business-voip). If using Fax to Email, faxes incur call charges at the same rates. Inbound calls charges apply to all calls received by a 1300 or 1800 number. If the 1300/1800 destination number is not a number that is hosted by OntheNet outbound call charges will also apply.

**Telephone Numbers** - charges apply as outlined below.

| Type of Number              | Monthly/Annual Fee per Number/Range |                | Porting Fee   |
|-----------------------------|-------------------------------------|----------------|---|
|                             | New                                 | Ported         |   |
| Single Geographic Number    | 50c per month                       | \$15 per annum | Simple (Cat A) Port: \$20 per number<br>Complex (Cat C) Port: \$365 per batch |
| 100 Geographic Number Range | \$40 per month                      | \$40 per month | Complex (Cat C) Port: \$365 per batch   |
| Single 1300 Number          | \$27.50 per month                   |                | \$150 per number  |
| Single 1800 Number          | \$27.50 per month                   |                | \$150 per number  |

Note:

- Porting can only be actioned once the Business VoIP Service has been provisioned by OntheNet, the service has been tested by the Customer and the appropriate Business VoIP Porting Authority Form (PAF) has been submitted.
- Porting fees apply each time the port request needs to be submitted.
- A Complex (Cat C) port is required for number ranges, multiple single numbers that are to be ported together or any number that has Complex services associated with it. Examples of Complex services: Exchange Based Diversion (EBD)/Redirection, EFTPoS, Line Hunt Group, Fax Duet, Security Line.

**Establishment Fee** - There is no establishment fee for the service.

**Early Termination Fee** - There is no minimum term therefore there is no early termination fee however any applicable monthly or annual fees (eg for telephone numbers) are payable in full.

**Billing** - Call charges are invoiced on a calendar month basis in arrears. Ongoing charges (eg for telephone numbers) are billed in advance. All invoices are emailed to the customer as a PDF and are also available via the OntheNet Toolbox <http://toolbox.onthenet.com.au>.

All prices include GST and are shown in AUD.

## Other Information

**Usage** - Customers can view details of their Business VoIP service, including call records, online via the OntheNet Toolbox <http://toolbox.onthenet.com.au>

**Customer Service** - You can contact OntheNet for assistance by telephone 07 5553 9222 or via email. Refer to the OntheNet website for email address details and hours of operation [www.onthenet.com.au/contact-us](http://www.onthenet.com.au/contact-us)

**Complaints and Disputes** - If you are dissatisfied with the service you have received and wish to lodge a complaint please email [feedback@onthenet.com.au](mailto:feedback@onthenet.com.au) or contact us by telephone 07 5553 9222. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

**Telecommunications Industry Ombudsman (TIO)** - The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. The TIO can be contacted on 1800 062 058. More information regarding the TIO is available at [www.tio.com.au](http://www.tio.com.au)