



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

UCOM SIP Trunks are the smartest and most cost effective way to connect your on-premise PBX or IP phone devices to business VoIP. Enabled by unmatched reliability and scalability, the service enables you to make and receive phone calls utilising a broadband connection. 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. You can allocate a new AU landline phone number to the service or port in your existing AU landline number. 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 CONDITIONS

Minimum term is one (1) month. You can change your plan at any time and changes take effect from the commencement of the following billing period. Please note that a business account can only have one type of SIP plans. All SIP services must either be on LITE plans or PRO plans, combination of both types of plans is not available.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

BUSINESS VOIP SIP TRUNKS	UCOM SIP LITE	UCOM SIP PRO
ACCESS FEE per CHANNEL	\$4 per Month	\$29 per Month
Minimum Channels	1	2
Minimum Access Fee	\$4	\$58
AUS LANDLINE	6c per Call	Included
AUS MOBILE CALLS	6c per Minute	Included
CALLS TO 13/1300	22c per Call	22c per Call
AUS Landline Number (New/BYO)	50c per Month	50c per Month
MS Teams Integration (per Channel)	\$7 per Month	\$7 per Month
Term	1 Month	1 Month

Timed Calls are quoted per minute and charged per second.

The use of the service(s) and Included Calls are subject to UCOM's Acceptable Use Policy.

ADDITIONAL CHARGES

Additional charges may apply for some Value Added Services such as Number Porting Services.

SET UP FEES and MINIMUM TOTAL COST

Account Set Up - \$19 Minimum total cost: \$23

MS Teams Integration Set Up (optional) - \$19

HARDWARE and INSTALLATION REQUIREMENTS

The service requires a SIP compatible device and an internet service with minimum 80/80 Kbps per concurrent call to operate. 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 ACCEPTABLE USE POLICY

Included calls are subject to UCOM's Acceptable Use Policy. Services utilising PRO 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

There are no Early Termination Charges. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the calendar month in which the service is being cancelled.

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 Customer Terms and Company Policies, please visit ucom.com.au/policies-legal

CONNECTION TIMEFRAMES

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

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1800 00 UCOM**

BILLING

UCOM will bill you in advance for the monthly access fee and in arrears for any other 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. UCOM's standard method for bill delivery is email.

PAYMENT METHOD

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

CONTACT US

UCOM is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1800 00 UCOM**

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.ucom.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by UCOM 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 UCOM and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.