

## Business Grade VoIP

Last updated: 29/08/2018

Information about the Service.

### Early Exit Fees

Early Exit/Termination Charges (ETCs) apply to all Contracted Services. 30 days notice is required for all cancellations.

Voice services are all contracted to the completion date in the contract. You will have to pay 100% of the remaining contract.

You can work it out by:  $36 \text{ months} - \text{Used Months} = \text{Remaining Months} \times \text{Monthly Fix Costs} = \text{Payout Figure}$

### Equipment Repayment Plan

If equipment such as modems, routers, switches, is part of the monthly bill, you will have to pay 100% of your remaining instalments if you cancel your service.

### Installation

We reserve the right to charge for installations. We will seek your approval for any charges to be incurred prior to installation.

You must obtain permission from the owner of the property and have someone over 18 years of age in attendance at any install appointment.

Your service installation may require up to four site appointments depending on varying factors.

### Minimum Term

All service contract terms are 36 months unless otherwise stated on your contract.

### Billing

On the same day each month, we will bill you in the monthly charge incurred in calls.

You will receive your bill via email.

If direct debit, to comply with the contract you must ensure we have the correct details for the life of the service.

All credit accounts are 14 day terms.

Standard International call rates:  
<https://www.accessdigital.com.au/voip/intl-callrates.pdf>

### Fee for Service

We are a provider of business grade services, level 1 troubleshooting needs to be performed before lodging a fault. If a fault is a result of client premise equipment (CPE), or damaged internal infrastructure; the carrier reserves the right to charge for the technician callout. If this occurs, this charge will be on-billed to the customer from Access Digital Networks.

### Hardware Needs

You will need a call manager to use our VoIP services. You can however purchase preprogrammed handsets depending on your services needs.

Please let us know if you use equipment such as disability or medical services or a back-to-base alarm. Some equipment may require an alternative service or additional equipment. We will advise if we are not able to support the equipment.

### Inclusions and Exclusions

Our Business VoIP service includes Unlimited Local and Standard National Calls to Landlines. This service does not support Fax, EFTPOS, Back to Base alarms, Line Hunt, Foxtel program purchase, analogue modems and calls to 19/1900 numbers.

Customer must undertake all necessary steps to ensure their equipment is secure from toll fraud or exposure to any vulnerabilities, we will not be held liable for any instances of toll fraud.

### Information about Pricing

All prices exclude GST. As a wholesale carrier, pricing varies and is dependent on multiple factors including Partners current service levels.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this occurs.

Australian Mobile Calls – 9.9¢ per minute  
Directory Assistance – 1223 – \$1.10 per call

\*This is a summary only – the full legal terms for these services are contained in your original agreement and Our Terms, which are available at [accessdigital.com.au/policies](http://accessdigital.com.au/policies).

### Other Information

We are here to help, for more information on our Policies and Terms, view them at [accessdigital.com.au/policies](http://accessdigital.com.au/policies). If you have any questions about your bill, or need technical support, you can contact us on 1300 326 332

### Customer complaints or Disputes

If you need to make a complaint you can call us on 1300 326 332; or email us using our online forms at [accessdigital.com.au](http://accessdigital.com.au). If you are still not happy with the outcome or your enquiry, you also have the option to contact the Telecommunications Industry Ombudsman on 1800 062 058