

This summary gives you the important information you need to know about your SIP service plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

Information about the Service

SERVICE DESCRIPTION

SmartSIP Trunks are a multi-channel virtual voice line service delivered over your internet service. The internet service may be supplied by Broadband Solutions or by another service provider.

AVAILABILITY

SmartSIP is available anywhere in Australia that has an internet connection.

MINIMUM SERVICE TERM

The service can be supplied on a 12, 24, 36, 48 or 60 month contract term.

REQUIREMENTS

Broadband Solutions recommends a minimum of 128Kbps of internet bandwidth availability per active SIP channel. For example: for a SIP10 channel service, it is recommended to have 1280Kbps of bandwidth available on your internet connection for 10 concurrent channels.

IMPORTANT CONDITIONS

The quality of your internet service directly relates to the quality of your voice calls over SIP. Broadband Solutions recommends a quality assured business grade connection (such as Broadband Solutions Elite Fibre) to ensure the highest quality of voice calls remains consistent.

Information about Pricing

Pricing for SmartSIP varies depending on the plan you choose and your contract term. A Broadband Solutions representative will be able to identify options and pricing for you.

YOUR MINIMUM MONTHLY CHARGE & TOTAL PLAN COST

PLAN	Monthly Charge (inc GST)	Contract period	Total Contract Cost (inc GST)	Installation Fee (inc GST)
SIP2	POA	12,24,36,48, 60 Months	POA	POA
SIP10	POA	12,24,36,48, 60 Months	POA	POA
SIP20	POA	12,24,36,48, 60 Months	POA	POA
SIP30	POA	12,24,36,48, 60 Months	POA	POA

CALL CHARGES

PLAN	Local Calls	National Landline Calls	Calls to Australian Mobiles	Calls to 1300
SIP UNLIMITED*	Included	Included	Included	Included
SIP PAYG	\$0.099 per call	\$0.099 per call	\$0.099 per minute	\$0.30 per call

*Unlimited plans are subject to Broadband Solutions Voice Fair Usage Policy

CONNECTION OR ACTIVATION CHARGE

Activation charges vary depending on the contract term chosen.

EARLY TERMINATION CHARGES

If your SmartSIP is cancelled before your minimum term has ended, you must pay us the monthly fee * by the remaining Monthly Charges for your plan. For example if you are on a 24 Month term and you cancel the plan with 20 Months remaining in the term then you must pay 20 * monthly charge.

Other Information

BILLING

On the same day of each month you'll be billed in advance for the minimum monthly charge, as well as for use during the month. When you first start a plan or change your plan part way through a billing period, here's what your first bill will include:

Minimum monthly charge: a proportion of your minimum monthly charge based on the number of days left in the billing period, plus the next month's full minimum monthly charge in advance.

MONITOR YOUR SERVICE ONLINE

You can register for (CAT) Customer Access Toolkit which is the Broadband Solutions online portal in order to view your bills online 24 hours a day, 7 days a week. With the Broadband Solutions online portal, you'll be able to organise and check your billing information, view your online activity and update your contact details. To register, please email support@broadbandsolutions.com.au or contact 1300 683 000.

CONTACTING US

We are here to assist you with any inquiry so please feel free to contact Broadband Solutions If you have questions about your bill, technical support service or connection or any other matter relating to any of our services, please call us on 1300 683 000

FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at www.tio.com.au/about-us/contact-us

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