



CRITICAL INFORMATION SUMMARY

FlexCloud BUSINESS BASIC SIP Plan (No contract, 24 Months & 36 Months Term)

Service Description

FlexCloud Business SIP is a voice telephony service that is supplied your internet service. The internet service may be supplied by Flex Communications or by another service providers

The Monthly access charge is charged monthly in advance and in arrears for calls via Direct Debit. Non-Direct Debit fees of \$4.50 may apply.

Exclusions

FlexCloud Business SIP plans do not support 19/1900 number calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features.

This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service

Connectivity & Availability

To access the FlexCloud Business SIP Service, you may need a ded fixed line broadband Internet connection, such as NBN, ADSL 2+ or SHDSL.

Each SIP service requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

International Calling

For security reasons, all outbound international calls are turned off. This facility may be activated on customer's request.

Mandatory Components

To use FlexCloud Business SIP service, you will need a highspeed Internet service (broadband), a SIP capable modem/router enabled PBX. Please contact us for further information.

We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

Minimum Term & Early Termination Fees

The FlexCloud Business SIP BASIC plan supplied to the customer can be terminated by giving a 30 days' notice. On 24-month and 36-month contract term EFT (Early Termination fees) is 100% of the monthly cost x no. of channels x no. of months remaining on the agreement. See Minimum Total Cost applicable to each term in the Information & Pricing section.

Information about Pricing

TERM	NO CONTRACT	24 MONTHS	36 MONTHS
Plan	Basic	Basic	Basic
Setup Charge	\$500.00	\$300.00	\$300.00
Monthly Access Charge (per channel)	\$25.00	\$15.00	\$10.00
Local Calls	10c per call	10c per call	10c per call
National Calls	10c per call	10c per call	10c per call
Calls to Mobiles	14c per min.	14c per min.	14c per min.
1300 Number Calls	35c per call	35c per call	35c per call
International Calls	Please refer to International Calling rate card		
Minimum Total Cost	\$325.00	\$660.00	\$660.00
Early Termination Charge	monthly access charge x no. of channels x no. of months remaining		

Customer Service, Support & Billing Enquiries

Customer Service Email:
info@flexcloud.com.au
Phone: 1300 656 110 (Option 3)

Technical Support Email:
info@flexcloud.com.au
Phone: 1300 656 110 (Option 2)

Complaints Handling

If you have a dispute with FlexCloud and wish to make a complaint, please contact our complaint resolutions team, Email: info@flexcloud.com.au

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website.