



CRITICAL INFORMATION SUMMARY

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

Service Description

FlexCloud Business SIP is a voice telephony service that is supplied over your internet service. The internet service may be supplied by FlexCloud 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 dedicated 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.

Fair Use Policy

FlexCloud Business ULTIMATE SIP plan is not available for telemarketing, call centre function and similar uses. Fair Use policy applies.

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 ULTIMATE 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 calculated as 100% of the monthly access charge 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	Ultimate	Ultimate	Ultimate
Setup Charge	\$500.00	\$300.00	\$300.00
Monthly Access Charge (per channel)	\$60.00	\$50.00	\$40.00
Local Calls	INCLUDED	INCLUDED	INCLUDED
National Calls	INCLUDED	INCLUDED	INCLUDED
Calls to Mobiles	INCLUDED	INCLUDED	INCLUDED
1300 Number Calls	35c per call	35c per call	35c per call
International Calls	Please refer to International Calling rate card		
Minimum Total Cost	\$560.00	\$1500.00	\$1740.00
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.