

Critical Information Summary

Information about the service

The Service:

SIP Premium is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Emerge Internet or by another service provider.

Connectivity

To access the Service, you may need a dedicated fixed line broadband Internet connection, such as NBN, ADSL 2+, Fibre, Ethernet or SHDSL.

Mandatory components

You may need a broadband modem for the service to work as well as an existing SIP server and/or compatible SIP handsets. We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

Minimum Term

The service is not under contract

Important conditions

Emerge Internet plans provide you with a PBX license with access to all standard PBX features. If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported. No porting fees apply. Emerge Internet plans do not support 19/1900 numbers 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. Emerge Internet Hosted Voice is not available for telemarketing, call centre function and similar uses. If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing. We will bill you in advance for the minimum monthly charge and features, and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Fair Use Policy applies.

Information about pricing

Monthly cost per simultaneous call	\$35
DID price	\$3.30
Calls to Local Numbers	Included
Calls to National Numbers	Included
Calls to mobiles	Included
Calls to 13/1300 Numbers	30.8c per call
Calls to 1800 Numbers	Included
Calls to International Numbers	Please visit: https://www.emergeinternet.com.au
Connection fee	From \$0
Business hours porting	From \$0 per porting authority form

Other information

Usage information:

You can monitor your usage at <https://my.emergeinternet.com.au>

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 294 090 or by sending an email to ContactUs@emergeinternet.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of October 2016.