



Cloud Business Phone Unlimited

Critical Information Summary

Information about the service

Service description

The SIP Solutions Cloud Business Phone Unlimited plan is a business digital telephone plan with purchased handsets. You will require an internet connection in order to use this service. This can be supplied by SIP Solutions separately if required.

Hardware

You can purchase your approved handsets from SIP Solutions.

Key details

Your Cloud Business Phone plan allows you to make and receive phone calls. The plan includes unlimited local and national calls within Australia. Other calls and optional value-added services and any other equipment are charged in addition to your Monthly Access Fee.

This service may not be suitable 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.

Standard installation requirements

An Internet service with a minimum of 100kbps/100kbps per concurrent call is required for a SIP Solutions Cloud Business Phone Unlimited plan to work.

You are required to install any purchased hardware as part of your SIP Solutions Cloud Business Phone Unlimited plan. This includes any associated cabling, configuration or your network and any routers and/or switches within your network to allow the Cloud Business Phone handsets to work.

Installation options can be arranged at an additional charge. For more information, please speak to our customer service team on [1300 604 124](tel:1300604124).

Information about pricing

Cloud Business Phone Plan	Monthly Cost	Handset Inclusion
UC Desktop Console	\$29.90	None
Cordless Handset Bundle	\$29.90	W53H
Desktop Handset Bundle	\$29.90	T53 or T53W
Advanced Handset Bundle	\$39.90	T54 or T54W
Teams Handset Bundle	\$44.90	MP54
Premium Handset Bundle	\$49.90	T57W
Video Handset Bundle	\$59.90	T58A-C

All rates are ex GST. Handset on 36 month term only. Fair Use Policy applies.

Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected, or ported to another carrier within the contract terms. Unless otherwise specified, Early Termination Fees are as follows:

- If you cancel the service before the end of your contract term (36 months), Early Termination Fees (ETF) will apply. ETF is calculated as the monthly charges multiplied by the balance of the contract period.
- If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$179 will apply to each Standard or Cordless handset, and \$399 for each Premium handset.



Call rates

Standard Call Type	Call Rate
Local calls	Unlimited *
National calls	Unlimited *
Calls to mobile	Unlimited*
Calls to 13/1300	20c per call

This service has a Fair Use Policy and is not for Call Centres, Telemarketing, or other high use purposes. All rates are ex GST unless otherwise specified.

Calls to international numbers

For international call rates, contact us on 1300 604 124.

Other Information

Billing

We will bill you in advance for the minimum monthly charge and features. 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. It is free to receive your monthly bill via email.

We are here to help

If you have any questions, just call us on 1300 604 124 so we can serve you better. Or you can visit us at www.sipsolutions.com for additional information.