



Critical Information Summary – small business VoIP

Service to be provided: VoIP phone service uses your broadband (internet) to provide a phone service to your business, instead of a standard phone line.

Minimum monthly Charge: \$0 - \$39.95 (plus calls) **Maximum monthly Charge:** \$0 - \$39.95 (plus calls) **Early termination Max Charge:** \$0.00 **Minimum term applicable:** 1 Month

Information about the service

What is the service?

Acuity Communications VoIP phone service uses your broadband (internet) to provide a phone service to your business, instead of a standard phone line.

Where is it available?

This service is available at any premises in conjunction with an Acuity Communications internet connection.

What do I need to access the service?

You will need:

- An active broadband plan with Acuity Communications (note a VoIP only plan is only suitable for Acuity Communications VoIP phone use, not internet use)
- A VoIP adapter or an approved router. Please note that Acuity Communications does not supply UNI-V phone services or 'Fiber Phones'; all Acuity Communications VoIP services will require an Analogue Telephone Adapter (ATA) or a Modem/Router with a built in Analogue Telephone Adapter.

NOTE: Most handsets will plug into your VoIP service, but we cannot always guarantee your existing handsets will work

Minimum term of the service

This service is month-to-month with no fixed term.

What is included?

Features of this service include:

- Call waiting
- Voicemail

Do I have to bundle anything with the service?

Yes – this service must be bundled with one of our small business broadband plans.

Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or you breach our "fair use" policy (available at <https://www.acuitycommunications.com.au/legal/>).

Acuity Communications does not provide access to Premium call services such as 1900 numbers.

By default, access to International numbers are blocked to prevent bill shock. You can request access to International numbers by calling our sales team on 1300 958 339.

This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This means you will not be able to make calls during a power outage, including calls to emergency services.

All Acuity Communications VoIP plans have a hard cap monthly limit of \$500 per line. Caps can be increased on application subject to a credit check.

If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact your device supplier about moving these services to the NBN.

Information about pricing

Monthly charges

| Plan name | Minimum monthly charge |
|-------------------|------------------------|
| Business PAYG | \$19.95 |
| Business Everyday | \$29.95 |
| Business Premium | \$39.95 |

Call charges

| Plan Name | Calls to other Acuity VoIP services | Local Calls | National Calls | Calls to Mobiles | International | 1300 & 13 |
|-----------|-------------------------------------|-------------|----------------|------------------|---------------|-------------|
| PAYG | Included | 15c untimed | 15c untimed | 22c per minute | Varies | 35c untimed |
| Everyday | Included | Included | Included | Included | Varies | 35c untimed |
| Premium | Included | Included | Included | Included | Varies* | included |

NOTE:

- International rates are automatically blocked to prevent bill shock, and some are actively blocked because they are high risk. For a full list of International rates please visit our [website](#).
- Our current phone plans all contain no flagfall costs, **except**:
 - 1223 – National Directory Assistance (\$0.715 flagfall inc. GST)
 - 1225 – International Directory Assistance (\$2.145 flagfall inc. GST)

Standardised cost information

A call to a standard national mobile number costs 22c per minute with no flagfall (on our PAYG plan), or is free on our Business Everyday and Premium plans.

Example: A 2 minute national mobile call will cost \$.44 (on our PAYG plan) or \$0 (on our Everyday and Premium plans).

Set-up fee

There is no set-up fee for this service.

Porting Fees

There may be Porting fees associated with porting existing numbers from your current provider to Acuity Communications

Equipment fees

You don't have to purchase a VoIP adapter or an approved router from Acuity Communications, but we can provide them if required – see our website at <https://www.acuitycommunications.com.au/legal> for more information.

Exit fee

There are no exit fees for this service.

Other information

Customer service

We have an all-Australian based team who can help you with any technical support, account or sales questions.

Just give us a call on 1300 958 339 or lodge a fault. Our support hours are constantly expanding – please check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.acuitycommunications.com.au/lodge-a-complain/>

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

Acuity Communications Pty Ltd
 121 Brunswick Street
 Fortitude Valley, QLD 4006

P 1300 958 339

E support@acuitycommunications.com.au