

SpringCom SIP Saver 8 – Direct Debit

Information About The Service

The 'SpringCom SIP Saver 8' plans are a perfect replacement for PSTN or ISDN phone lines, reducing your line rental and call costs significantly.

Savings are achieved by the services being provided via an Internet connection, referred to as VoIP or IP Telephony, and paid for using our direct-debit payment model. Allowing us to pass the administrative cost-savings directly to you.

Whether you need to activate a new service, or transfer (port) your existing office phone services whilst keeping your existing phone numbers, the 'SpringCom SIP Saver 8' Plan provides great peace of mind, and an Australia based support team.

Minimum Contract Term

24 months

Customer Feedback

"We were initially skeptical of using a VoIP solution having heard several 'horror stories' around dropouts and quality of service but having been told about the ... offer through SpringCom, we couldn't pass up the opportunity to realise cost savings. Not only is call quality exactly the same as ISDN, but we are expecting savings of up to \$1400 PER MONTH over traditional POTS services."

David Service
Manager, Group IT – The Finite Group

Information About Pricing

| SpringCom SIP Saver 8 | Charges |
|--|-------------------------|
| Monthly Access Fee (Per Channel/Line) | \$10.00 |
| Local Calls | 10 cents per call |
| National Calls | 10 cents per call |
| Calls to Mobiles | 10 cents per 30 seconds |
| Calls to 13/1300 Numbers | 38.5c per call |

Other Feature charges

| Additional Services | Monthly Charges |
|-------------------------|-----------------|
| Single Direct Indial | \$3 |
| 10 Direct Indial Range | \$20 |
| 30 Direct Indial Range | \$30 |
| 50 Direct Indial Range | \$40 |
| 100 Direct Indial Range | \$50 |

Key Details

1. 'SpringCom SIP Saver 8' is a telephone service provided via your Internet connection referred to as VoIP or IP telephony. An Internet service with a minimum 100/100 Kbps per concurrent call is required for a 'SpringCom SIP Saver 8' service. You can utilise an existing Internet connection or request a new dedicated service to be provided by SpringCom (Applicable Internet rates apply). Service availability and quality may differ from a standard telephone service, as the quality of the service is subject to network and Internet congestion.
2. You are responsible for the supply of a IP/VoIP compatible PBX in order to use a SpringCom SIP product.
3. Timed calls are billed in 30-second increments.
4. If you wish to terminate the service before the end of your contract, Early Termination Fees (ETF) will apply. The ETF will be calculated at 50% of the monthly access fee multiplied by the number of months that are left on your agreement. The maximum ETF is \$84.00 per channel
5. Pricing is inclusive of GST and subject to change without notice.
6. All calls not shown, such as calls to international numbers, premium numbers, directory assistance, premium 19/1900 are charged in addition to the call plan offer. Rates available upon request.
7. Any included calls are subject to our Fair Use Policy (FUP), and not for telemarketing business purposes.
8. A 'SpringCom SIP Saver Saver 8' plan may not be appropriate if you require an uninterrupted outbound phone service with access to 000 emergency services. The service will not function in the event of a power failure or internet connectivity issues.
9. When porting phone numbers to a SpringCom SIP service please beware that your existing provider may charge you a port-out fee.

Usage Information

For information about your current usage levels please contact Customer Service by emailing customerservice@springcom.com.au or calling our Melbourne based team on 1300 857 194

Email Billing

SpringCom is committed to reducing our environmental footprint and our standard method for bill delivery is via email. Paper bills are available upon request at a charge of \$2.95 per month.

Payment Methods

Payment by Direct Debit from a bank account is free of surcharges.

A payment processing fee of 1% applies to VISA/MasterCard and a fee 3% applies to American Express payments

A late-payment fee of \$19.95 may be applied to overdue accounts, subject to SpringCom discretion.

Contact Us

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 1300 857 194 9am - 5pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.SpringCom.com/complaint

If you are still not satisfied with the steps taken by SpringCom Telecommunications Pty Ltd t/a SpringCom to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with SpringCom and is an option of last resort. You can contact the TIO by calling 1800 062 058 or visiting www.tio.com.au.

Signature of Acceptance:

Customer name

Signature

Date