

Critical Information Summary

VoIP services

Bundling:

This service is not conditional on any bundling arrangements, but we do provide other services that you may wish to bundle with this service to receive a discount. Please get in touch with us for further information.

Early termination charges:

If you cancel your service before the end of your contract term (bundle package with the VoIP Phones), you will incur early termination charges. These are calculated in the VoIP agreement with the client.

Pricing:

- We offer UNLIMITED Calls for Australian, Local, National, and Mobile phones and 1300/1800 numbers.
- Land line DID number hosting \$5 / per month
- 1300/ 1800 number hosting \$45 / per month

1 SIP trunk limitation and upgrade

- One Unlimited Business SIP trunk \$39.90 can be increased with SIP trunks. The additional Unlimited Business SIP trunk is \$39.9 ex per month.
- We can implement after 3h call duration – auto hung-up (hacking protection). We can increase the time as per your request – that is for your protection.
- Unlimited calls to **Land Line limitation:** After 1000 min talk, your business account will be migrated to the Call centre account, and the charges will migrate from unlimited to **regular minutes charge x 0.07ex /1 min** (Example 1001 min x \$0.07 = \$70.07ex additional charge on top of the fix monthly charges for unlimited business calls package)
- Calls to **13 Special Numbers (13XXXX)**: Connection fee \$0+ charge per \$0.4 per min
- Calls to **1300 Numbers (1300 XXX XXX) limitation:** After 90 min talk, your business account will be migrated to the Call centre account, and the charges will migrate from unlimited to **regular minutes charge x 0.39ex /1 min** (Example 500min (500-90=410 min x \$0.39 = \$159.90ex additional charge on top of the fix monthly charges for unlimited business calls package)
- Calls to **Satellite Numbers:** Connection fee \$0.7 + charge per 30 sec x \$0.9

DID numbers of porting fees.

- CAT A porting DID local number is \$35ex per number
- CAT A porting DID 1300/1800 number is \$90ex per number
- CAT C porting 100 numbers is \$260ex for 100 numbers

Usage information:

You don't have to worry about monitoring usage because you will have a fixed monthly cost.

VIC number monthly cost:

- One VIC land DID number (1 x \$5ex GST per month)
- One 1300/1800 number (1 x \$45ex GST per month)

International Roaming:

Using your phone overseas can be significantly more expensive than using it at home because VoIP phones use the internet. Charges for internet usage on roaming are not part of this service, and you have to do research and check your roaming charges with your mobile internet provider.

Enquiries, feedback, and complaints:

We are committed to providing you with excellent customer service. Please get in touch with us by calling 1300 645 648 (NIKO IT) or by sending an email to info@nikocom.com.au if you have any questions or would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

Please contact us first if you experience any problems 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>

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This summary is valid as of July 2019.