

Critical Information Summary

Business SIP

Plans	Unlimited
Monthly Charge (per channel)	\$35 plus GST
Local Calls	Included
National Calls	Included
Mobile Calls	Included
13/1300 Calls	35c per call
Contract Term	1 Month
Minimum number of channels	2
Total Minimum Cost (based on two channels)	\$70 plus GST

Information about the service

Business SIP service enables businesses to modernize legacy on-premises phone systems by connecting them to the internet so they can leverage VoIP (Voice over Internet Protocol) services.

Availability

This service is available anywhere we can supply you with an internet connection.

Requirements

You will need the following:

- active and reliable business grade internet connection
- compatible IP-based PBX or
- BRI/PRI/analogue to VOIP adapter

Exclusions

The following products are not compatible with this service:

- Calls to Premium 1900 numbers
- Analogue services such as HICAPS, Eftpos, and Back to Base Alarms

Minimum Term

- This service is supplied on a month-to-month term.

Conditions

Service may be restricted, suspended, or terminated if:

- You fail to pay your bill.

- You abuse our team.
- You breach our terms and conditions or fair use policy which can be found at www.ucpath.com.au/agreements

Additional Pricing Information

Activation Fee

There is no activation fee for this service.

Direct Inward Dialling Costs

DID numbers bypass the operator or receptionist and connect directly to the person's extension.

1 DID:	\$2 per month
10 DID:	\$10 per month
100 DID:	\$30 per month

Number Porting \$250 one time fee

Paper Invoice Fee

Paper invoices incur a fee of \$2.20. Receiving your invoice via email does not incur a charge.

Hardware Fees

You can bring your own compatible IP PBX or purchase from UcPath. Chat with our team on 1300 882 888 for both outright and financed hardware options.

International Call Costs

For International call rates or eligible countries visit www.ucpath.com.au/sip_international_rates

Critical Information Summary

Business SIP

Professional Installation (Optional)

A certified technician will visit your site during standard business hours to modify or install an IP PBX. Price will be provided upon request and is based on location and complexity of deployment.

Payment Options & Fees

Direct Debit Bank Account	\$0.00
BPAY	\$0.90
Australia Post	\$3.00
Cheque	\$2.00
Visa	1.60%
Mastercard	1.60%
American Express	1.90%
Diners Club	2.75%

All credit and debit card processing fees are charged as a per percentage of the total invoice and added to the following bill cycle.

Late Payment Fee

Late or dishonoured payments incur a one-time fee of \$15 per event.

Early Termination Charges

There are no early termination charges for this service. If the service is disconnected or ported out within a billing cycle, the final bill will consist of the full monthly service charges plus any non-included usages and outstanding hardware charges.

Support

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

Please contact us via any of the below channels:

Phone: 1300 882 888

Email: support@ucpath.com.au

Website: www.ucpath.com.au/support

Our support hours are standard business hours Monday to Friday 9am to 5:00pm excluding public holidays.

Complaints

If you are unhappy with the service you have received from us, please first contact our escalations manager at:

Phone: 02 9816 9810

Email: escalations@ucpath.com.au

Ombudsman

If you are still unsatisfied with the outcome of your complaint you can contact the Telecommunication Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting their website at www.tio.com.au/making-a-complaint