

## Critical Information Summary:



# Business VoIP TRUNK \$20

## Information about the service

PEAK CONNECT VOIP Trunk is a Voice Over Internet Protocol service.

Your plan is for a post-paid VOIP Trunk Service. It gives you access to our network, a phone number, and lets you make and receive calls from your VoIP trunk to other landlines and mobile phones.

## Bundling Requirements

No bundling requirements for this service.

## Minimum Term

The minimum term for your Peak Connect VoIP Trunk \$20 plan is 24 months. To cancel your service, you must provide us 30 days notice in writing

## Early Termination Charge (ETC)

The maximum cancellation fee for this service is \$240. This can be calculated by multiplying 50% of the minimum monthly fee by the number of months remaining.

## Availability

This service is available to both business and residential customers. To access the Service, you will need a high-speed Internet connection such as NBN, a modem/router, and a SIP capable handset.

## Equipment

Although not compulsory, PEAK CONNECT offers equipment in conjunction with this plan. To make calls you will need IP Telephone Handset(s) to connect to the Ethernet port of your or an analogue telephone handset with a modem router that includes a VOIP Chanel or ATA, or an alternative Gateway device.

## What's Included

The following calls are included in your plan for no additional charge;

- Local calls
- National calls
- Calls to standard Australian mobile services
- Caller ID
- Calls to 13/1300/1800 numbers

## Excluded calls

Charges will apply to the following types of calls;

- Calls to international numbers
- Calls to premium, third party and information services such as 19xx numbers, 1234 and 12456 numbers
- Any other call type not listed

## Additional Charges

Additional SIP Trunk Channels      \$20 per month  
Additional Direct In Dial numbers    \$3.50 per month

## Service connection charges

Connection fee                              \$0.00  
Number porting fee                         \$20 once off  
Additional Per Number porting         \$10 once off  
Professional install if required         \$100 per hour

## Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. Your first invoice will be higher because it will include a partial Monthly Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

## Other Information

PEAK CONNECT's SIP Trunks Service is a Voice over Internet Protocol (VoIP) service and requires an active broadband Internet connection and power. The service including '000' dialing, will not function in the event of a power failure or disruption or an Internet outage. If there is an interruption to the power supply and/or the internet service, your VoIP service including calling emergency services such as '000' will not function until power and your internet service are restored. IP Phone Service is not suitable if you are a customer with a serious illness or life-threatening medical condition, if you require disability services, or if you require an uninterrupted phone line.

## Call and Data Usage Information

PEAK CONNECT customers can obtain information:

- On PEAK CONNECT usage pricing at [www.peakconnect.com.au](http://www.peakconnect.com.au)
- On their PEAK CONNECT data usage and billing at [portal.peakconnect.com.au](http://portal.peakconnect.com.au)

## Customer Service Contact Details

You can contact PEAK CONNECT Customer Service by calling **1300 761 492**: or by emailing [support@peakconnect.com.au](mailto:support@peakconnect.com.au)

## Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the feedback contact page on our website at [www.peakconnect.com.au](http://www.peakconnect.com.au) or by emailing [support@peakconnect.com.au](mailto:support@peakconnect.com.au). Our complaint handling policy can be downloaded at <http://PeakConnect.com.au/support/policies>

## Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) 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](http://www.tio.com.au/making-a-complaint)