

Activa VoIP and SIP Services

Document Version | 1.0

Critical Information Summary

Service Information

Activa VoIP and SIP services are post-paid business SIP voice services delivered to customers via their Internet connection. Customers can select from a range of services and combinations to suit their specific needs, including standard SIP trunk services, Direct Indian Numbers in various geographical locations, and inbound call services.

- Minimum Term is 12 months.
- Service offer is only available to approved customers.
- Services are provided under our Standard Form of Agreement <http://www.activacomms.au/important-documents>.
- Services are subject to our Fair and Acceptable Use Policy <http://www.activacomms.au/important-documents>.
- The full legal terms that apply to our Services are available at <http://www.activacomms.au/important-documents> which also contains other important documents that you should read.

Pricing Information

This summary may not reflect negotiated discounts or pricing offers that may apply from time to time. All prices shown are exclusive of GST. Additional services also available subject to availability and quoted pricing.

Activa Voice Trunks PAYG	Activa Voice2 PAYG	Activa Voice5 PAYG	Activa Voice10 PAYG	Activa Voice20 PAYG
Fixed Service Charge	\$20	\$45	\$80	\$120
Establishment Fee	\$0*	\$0*	\$0*	\$0*
Concurrent Calls	2	5	10	20
Local Fixed Calls	10c untimed	10c untimed	10c untimed	10c untimed
National Fixed Calls	12c per minute	12c per minute	12c per minute	12c per minute
Fixed to Mobile Calls	18c per minute	18c per minute	18c per minute	18c per minute
Minimum Cost 12 Months	\$240	\$540	\$960	\$1440

Activa Voice Trunks Unlimited	Activa Voice2 Unlimited	Activa Voice5 Unlimited	Activa Voice10 Unlimited	Activa Voice20 Unlimited
Fixed Service Charge	\$75	\$190	\$375	\$600
Establishment Fee	\$0*	\$0*	\$0*	\$0*
Concurrent Calls	2	5	10	20
Local Fixed Calls	Included	Included	Included	Included
National Fixed Calls	Included	Included	Included	Included
Fixed to Mobile Calls	Included	Included	Included	Included
Minimum Cost 12 Months	\$900	\$2280	\$4500	\$7200

* Varies with minimum contract term.

In addition to the above, customers will need to add one or more Direct Indial (DID) numbers to their Service per the pricing below.

Activa DID Numbers	DID1	DID10	DID50	DID100
Fixed Service Charge	\$4	\$20	\$40	\$60
Establishment Fee	\$20*	\$150*	\$150*	\$150*
Minimum Cost 12 Months	\$68	\$390	\$630	\$870

*Establishment fees for DID numbers allow for standard porting charges from our wholesale carriers. Additional porting charges may apply depending on the time and date you select for your porting appointment, and on your incumbent carrier and the validity of the information provided when requesting the porting.

Customers also have the option to setup Inbound call services where their end-customers can call an advertised number at a zero or reduced cost and be directed to a nominated number of the customer. The pricing that applies to these optional services is summarised below.

Activa Voice Inbound	1300 Number	1800 Number	13 Number
Fixed Service Charge	\$30	\$30	\$1000
Establishment Fee	\$50	\$50	\$50
Local Fixed Calls	12c per minute	12c per minute	12c per minute
National Fixed Calls	12c per minute	12c per minute	12c per minute
Fixed to Mobile Calls	20c per minute	20c per minute	20c per minute
Minimum Cost 12 Months	\$410	\$410	\$12050

Call rates not listed above can be found at <http://www.activacomms.au/call-rates>. All Unlimited or included call services are subject to Activa's Fair and Acceptable Use Policy at <http://www.activacomms.au/important-documents>.

Early Termination

The Early Termination Charge is pro-rated based on the period of time between the date of early termination and the end date of the agreement and includes the fixed services charges that apply to the services but not any PAYG usage based charges.

Pre-requisites

In order to access and use Activa VoIP and SIP services a suitable and reliable Internet connection is required. The Internet connection should provide a minimum of 120/120 kbps per concurrent call, and the network connecting your end-user device to your Internet connection should be capable of supporting the same connection characteristics. A suitable VoIP/SIP capable device is also required, which could be a softphone, a physical IP phone device or an IP capable phone system. Activa can provide you with any of the above items if required.

Billing and Payment

We will issue a bill each month on the first business day of the month dates the 1st of the month. The bill will include charges for the month in advance for fixed service charges, and for the month in arrears for any PAYG usage charges, as well as any pro-rated fixed service charges where the service has been activated or terminated within the billing period.

Payment of your monthly bill is due on the 15th of the month that the bill was issued in. We offer three payment options as follows:

- Automatic direct debit of a nominated Australian bank account.
- Automatic direct debit of a nominated credit card account.
- Payment by EFT to our bank account that you initiate.

Complaints

If you have a concern, query or complaint we encourage you to contact our team at any time to discuss the issue and we will do our best to resolve it at that time. If we are unable to resolve the issue to your satisfaction, we invite you to lodge a complaint in any of the following ways:

Email: info@activacomms.au

Phone: 1300 554 116

Website: <http://www.activacomms.au/contact-us>

Letter: Suite 3, Level 2, 13-17 Castray Esplanade, Battery Point, Tasmania, 7004

We manage complaints under our Complaint Handling Policy, published at <http://www.activacomms.au/important-documents>.