

## IGNITE SIP Premier Plan

### Information About the Service

Here's a quick summary of all the important bits about your Everyday plan. It covers things like the length of your contract and how much you need to pay each month.

An Ignite SIP Trunk service is a business grade VoIP service that allows you to make and receive concurrent calls over an Internet connection.

#### MINIMUM TERM

The minimum contract term of the plan will be outlined on your business application form or mentioned during the voice verification contract.

#### What's Included and Excluded?

The following calls are included in your plan:

- Calls to Local numbers
- Calls to National numbers

#### Information about pricing.

Your minimum monthly charge will be outlined on your business application form or mentioned during the voice verification contract.

The minimum amount you will pay over the contract term will depend on the length of your contractual agreement.

The following charges apply for your calls:

- Calls 13/1300 numbers: 30c per call
- Call to mobiles: 17c per min\*

\*Minimum 1 minute block per second billing

#### CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block.

#### KEY DETAILS

An Ignite SIP Trunk Service can provide your business with a low cost phone service allowing for every staff member in your office to have a direct in dial number without the expensive line rental costs.

Standard Installation Requirements

#### EARLY TERMINATION

If you cancel your Plan on any service, you will be charged an Early Termination Fee (ETF). This will be calculated as 65% of your remaining monthly access fee multiplied by the months remaining in your contract term.

#### Other Information

#### IMPORTANT QUALIFICATIONS AND REQUIREMENTS

An internet service with a minimum of 100/100kbps per concurrent call is required for a Ignite SIP service. You can utilise an existing internet connection or request a new one from Ignite.

Applicable internet rates apply.

To use a Ignite SIP service you will need a high speed internet service (broadband), a SIP capable modem / router and a SIP enabled PBX. These can all be sourced additionally from Ignite if required, please speak to your Ignite representative for more information.

# Critical Information Summary

## BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

## WE'RE HERE TO HELP

If you have any questions, just call us on **1300 000 446** so we can serve you better. Or you can visit us at <http://www.ignitecorp.com.au> for additional information, including to access information about your usage of the service.

## COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.ignitecorp.com.au>

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

## FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only.

Visit [www.ignitecorp.com.au](http://www.ignitecorp.com.au) for our Standard Form of Agreement.

Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.



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