

Critical Information Summary

VoIP services

Bundling:

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

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Pricing:

- We are offering UNLIMITED Calls for \$39.90 ex GST for Local, National, Mobile phones and 1300 / 1800 numbers.
- You must pay for the Cloud VoIP server hosting \$30 / month
- Land line DID number hosting \$5 / per month
- 1300/ 1800 number hosting \$30 / per month

1 SIP trunk limitation and upgrade

- One SIP trunk can be increased with simultaneous calls
- calls limit 4 simultaneous **outgoing** channels. We can increase to unlimited (Additional **1 simultaneous calls are \$6 ex**)
- 60 minutes maximum call duration. We can increase for fee – that is for your protection
- After 1000 min talk time (that is the unlimited calls limit for the business customers) charge will migrate from unlimited to **regular minutes charge x 0.07ex / 1 min** (Exp. Talk time 1001 min x 0.4 = \$70.70ex)

DID numbers hosting frees

- DID local number is \$5ex per month
- DID 1300/1800 is \$35 ex per month

DID numbers porting fees

- DID local number is \$35ex per number
- DID 1300/1800 number is \$90 ex per number

Usage information:

You don't have to worry for monitoring usage because you will have fixed monthly cost. **Example for one 1300/1800 or VIC number monthly cost:**

- One VIC land DID number (1 x \$5 ex GST per month)
- One 1300/1800 number (1 x \$30 ex GST per month)
- One Unlimited SIP trunk (1 x \$39.90 ex GST per month)

International Roaming:

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

Enquires, feedback and complaints:

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

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem 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 valid as of July 2019.