

## CRITICAL INFORMATION SUMMARY

# SIP END POINTS

April 2020

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### Information about the service

#### The Service:

SIP End Point is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Click Access or by another service provider.

#### Bundling

In order to access the Service, you need a dedicated or shared fixed line broadband Internet connection, such as ADSL 2+, NBN, SHDSL or Fibre service.

#### Mandatory components

You will need a broadband modem for the service to work. We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

#### Minimum Term

The service is available with no minimum term.

### Important conditions

If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported. Additional fees apply. Click Access plans do not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features.

SIP End Point Plan is not available for telemarketing, call centre function and similar uses. Fair use policy applies.

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

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. Fair Use Policy applies.

## VALUE PLAN

Plan	Price (Monthly)	Setup Charge	Inclusions	Exclusions
<b>SIP Endpoint Basic</b>	\$ 10.00	\$10.00	<ul style="list-style-type: none"> <li>Access Fee</li> <li>One National DID</li> </ul>	<ul style="list-style-type: none"> <li>Local, national and mobile calls</li> <li>Calls to 13/1300, International Calls, Satellite Calls and Premium Services</li> </ul>
<b>SIP Endpoint Value</b>	\$20.00	\$10.00	<ul style="list-style-type: none"> <li>Access Fee</li> <li>One National DID</li> <li>Unlimited standard local, national calls and calls to mobiles</li> </ul>	<ul style="list-style-type: none"> <li>International Calls</li> <li>Calls to 13/1300, International Calls, Satellite Calls and Premium Services</li> </ul>

All prices quoted are inclusive of GST.

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#### Information about pricing

##### Minimum monthly charge:

Please refer to table on first page for pricing information.

##### Maximum monthly charge:

The maximum monthly charge depends on usage levels.

##### Early termination charges:

No termination fee applies to this service.

##### Voice call rates

###### Endpoint Basic Plan:

Local Calls: \$0.10 per minute

National Calls: \$0.10 per minute

Mobile Calls: \$0.18 per minute

13/1300: \$0.30 per call.

###### Endpoint Value Plan:

Local Calls: Included

National Calls: Included

Mobile Calls: Included

13/1300: \$0.30 per call.

#### Other information

##### Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 07 5315 5440 or by sending an email to [info@clickaccess.com.au](mailto:info@clickaccess.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>**

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. This summary is valid as of February 2020.