

Critical Information Summary

National SIP Trunking

Description about this service

Resolver Group's National SIP Trunking is a Post-Paid VoIP SIP Trunking Service delivered per Concurrent Call used on the service via your Internet Connection (purchased separately). This allows you to connect a SIP compatible phone system (PABX) or other SIP compatible device to traditional telephone networks to make and receive calls.

Minimum monthly charge payable: \$30.00

Maximum Monthly Charge: \$500 – Unless otherwise requested we implement a \$500 Credit Limit on all accounts for your protection. This can be lifted upon request

Maximum charge for early termination:
\$30.00

Minimum term applicable: 1 month

Mandatory components

You will require a working internet service with at least 110Kbps of available uncontended symmetrical (upload and download) capacity per channel to use this service. Resolver Group does not supply Internet Services and you will be required to obtain your internet service from another provider.

You will also require a compatible handset; PBX; or other SIP Compatible Device (such as a Softphone Client on your Mobile or PC) to use this service. Resolver Group can supply these products, however they are not included with this plan and are an additional cost. Our Support does not include Support for your SIP Compatible Device, unless purchased from us.

Pricing

Monthly Access Fee: \$30.00 per Channel

Additional Phone Numbers: \$1/Month Each – Each channel includes 1 number.

Number Block Charge: 100 Number Block is available for \$30/Month

Local/National Call Rate: Included

Mobile Call Rate: \$0.14 per Minute – A 2 Minute Call would cost you \$0.28

13/1300 Numbers: \$0.30 per Call

International Numbers: Per our International Rate Card available at

<https://resolvergroup.com.au/international>

Usage information:

You can monitor your usage at

<https://ResolverGroup.com.au/Usage>.

Alternatively, you can also monitor your usage by calling us on 1800 497 152.

Important Conditions and Limitations of the Service

Emergency Services

This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Our service may not function in the event of a power failure. Priority Assistance is not available on this service.

This service may not provide accurate location data to emergency call operators. Resolver Group SIP Trunking can be accessed from anywhere with an internet connection and may be in use at an address which differs to that already registered with the Integrated Public Number Database (IPND). Emergency Services rely on the IPND to obtain location information. We will make every effort to

ensure the IPND database is kept up to date with the most recent address you provide us, and we ask that you keep us up to date with the address the service will be used from to ensure we can do so.

Customer Service Guarantee

This is an Over-the-Top Service and relies on a working internet connection which is not supplied by us and as such we are unable to guarantee the voice quality of the service. You can request a Direct Connection to our Network to guarantee Service Quality, however this will be at an additional charge.

Due to the nature of this this, we are not able to offer our service to you if you do not agree to waive your rights under the Customer Service Guarantee (CSG). We require all customers to sign a CSG Waiver before we are able to deliver the service.

Teletypewriter Equipment

Teletypewriter (TTY) equipment is not tested on Resolver Group SIP Trunking Services and as such we will not provide support for this use case.

Premium Rate Services

Calls to 19/1900 numbers are not available on the Resolver Group Network.

International Calls

International Calls are blocked by default on all new accounts. We can lift this restriction upon request. This restriction is put in place for your protection, and we recommend you only have it removed if you plan to make international calls. We offer the ability to enable only set international locations as an added protection.

Enquires, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us by calling 1800 497 152 or by sending an email to support@resolvergroup.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 CIS is a summary only. Please contact Resolver Group for further information or visit our website

<https://ResolverGroup.com.au> for full Terms and Conditions.
