



**RESOLVER  
GROUP**

# Resolver Group

**Service Schedule**

**VOIP & SIP Trunks**

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# 1 The Agreement

## 1.1 The Parties

1.1.1 Check Technology Group Pty Ltd ABN 22 623 070 057, Suite 126, 58 – 62 Water Street South, Toowoomba, Queensland Australia (hereinafter referred to as “Resolver Group”, “us”, “our”) and the Customer (being an entity subscribing to Resolver Group for the provision of services) agree that by accessing Resolver Group Services, you (hereinafter referred to as “The Customer”, “you” and “your”) accept, without limitation or qualification, the terms and conditions contained within this Standard Form of Agreement.

## 1.2 What is a Service Schedule?

1.2.1 The Resolver Group Service Description defines the services offered and specific terms and conditions for each of these Services. This document forms part of our Standard Form of Agreement (SFOA). The SFOA is made up of:

- a) General Terms and Conditions;
- b) Service Descriptions; and
- c) Website Pricing Schedule or Executed Proposal

1.2.2 The Customer agrees to be bound by the SFOA as executed by Resolver Group and The Customer on commencement of the Agreement.

## 1.3 Access to the SFOA Document

1.3.1 The current SFOA will always be available from <https://resolvergroup.com.au/policies>.

1.3.2 If The Customer requires assistance in reading this document, please contact our office on 1800 497 152.

## 1.4 Changes to the SFOA

1.4.1 Resolver Group may change the SFOA at any time. We will notify The Customer if we change the SFOA using the means detailed in Section 9.5.

1.4.2 Where we change the SFOA and notify The Customer, The Customer’s continued use of the Service signifies the Acceptance of the updated SFOA, without limitation.

## 1.5 Customer Rights

1.5.1 Telecommunications Legislation requires Resolver Group to supply telecommunications services to The Customer on the terms and conditions of a “Standard Form of Agreement”.

1.5.2 Under Australian Telecommunications Legislation The Customer and Resolver Group must comply with our Standard Form of Agreement unless The Customer and Resolver Group have agreed differently.

# 2 Service Description

## 2.1 What is VoIP?

2.1.1 Voice over IP (VOIP) is a technology that allows you to make and receive phone calls over your internet connection. Resolver Group’s VOIP service is referred to as VOIP and/or SIP Trunking.

## 2.2 CPE Installation and Equipment Supply

2.2.1 We may provide CPE (Customer Premises Equipment) in the form of a VoIP Gateway, Network Termination Device, VoIP ATA or router. Resolver Group may preconfigure a supplied device with your connection information.

2.2.2 We will not be liable for issues as a result of us supplying this equipment to you. Resolver Group will provide reasonable phone support to enable you to connect to Resolver Group’s Voice Network from this device.

- 2.2.3 Where you have supplied your own CPE Resolver Group is not obliged to supply support for the configuration of this equipment. Resolver Group will provide the generic network settings to you in order for you to configure the appropriate CPE.
- 2.2.4 You may choose to have a Resolver Group technician provide onsite support to install and configure your CPE. This will be charged at an hourly rate in addition to your setup and monthly fees.
- 2.2.5 We may supply you with one or more Direct Indial (DID) Number(s) if required.

## 2.3 Call Quality

- 2.3.1 You require a minimum of 110Kbps or above per simultaneous call. Even then, the quality of the call can be impacted if someone is transferring large files whilst you are on a call. We cannot guarantee the quality of calls when connecting over the internet.
- 2.3.2 If you purchase a Direct Interconnection from us for call usage, we can only guarantee call quality to the interconnection point. We cannot guarantee call quality within your network due to the large number of variables present. Resolver Group will dedicate at least 220Kbps Full Duplex per Channel purchased when using an Direct Interconnection with a minimum port speed of 10Mbps. All Direct Interconnects will be provided over SMOF.

## 2.4 Emergency Services 000

- 2.4.1 You acknowledge:
  - a) The service requires an active, operating internet connection. During an outage, you will be unable to make 000 emergency calls.
  - b) Loss of power will prevent emergency 000 calls.
  - c) SIP Trunk users will need to ensure their PABX or calling platform is properly setup to dial 000. We do not manage the configuration of 3<sup>rd</sup> party platforms and therefore cannot guarantee 000 emergency calling.
  - d) We recommend using a mobile telephone in place of a VOIP Service when calling 000 emergency.

## 2.5 Monthly Usage

- 2.5.1 Your monthly usage is measured in calls and call duration.
- 2.5.2 We will charge a "line rental" or "channel fee" with each service.

## 2.6 Payment

- 2.6.1 Payment for the VOIP service may be paid for:
  - a) In arrears for the previous month's usage a direct debit facility.
  - b) In advance by supplying a credit card to purchase pre-paid credit. You will not be able to make outbound calls when your credit reaches a zero value.
- 2.6.2 Payment is available using all Payment Methods listed on your invoice.
- 2.6.3 Strict 14-day terms by application only, at our sole discretion.

## 2.7 Target Service Level

- 2.7.1 The Target Service Level for our VOIP Services is 99.95% in the calendar month.

## 2.8 Restoration Time Guarantee

2.8.1 No guarantee is provided by default, we will work to our best efforts to restore the service during the event of an outage. Resolver Group will provide free call forwarding during any outage within our network.

## 2.9 Service Level Rebates

2.9.1 A service level rebate for VOIP Services is available where availability is less than 99.95% of the calendar month. The following service rebates are applicable where the Service is unavailable as per the General Terms and Conditions.

<b>Service Unavailability</b>	<b>Service Rebate</b>
Up to 2 hours per calendar month	No Rebate Available
More than 2 hours but less than 5 hours during a calendar month	5% of the Monthly Service Charge
More than 5 hours but less than 10 hours during a calendar month	10% of the Monthly Service Charge
More than 10 hours during a calendar month	15% of the Monthly Service Charge

## 2.12 Contract Term

2.12.1 The contract term for VOIP Services is specified in your individual service contract. Where this is not stated the minimum contract term is 1 month.

2.12.2 If you decide to cancel or move your service within the contract term you will be liable for an Early Termination Charge. The formula for determining this charge will be per the below:

$$(\text{Months Remaining} * \text{Monthly Service Fee}) * 0.25$$

For ease, the formula is based on 25% of your Monthly Service Fee multiplied by the number of Months Remaining.