

Convergecom SIP Carriage

Critical Information Summary

Information about the Service

Service Description

A Convergecom SIP service is a business grade VoIP service that allows you to make and receive concurrent calls over an ADSL or NBN broadband connection. A Convergecom SIP 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.

Minimum Contract Term

1 Months

Key Details

Your Monthly Access Fee and number blocks allow a direct phone number for every staff member – without the need to pay a line rental on every phone and extension dialing. Choose the number block package to suit your needs starting at \$5 per month. Other calls, optional Value-Added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

Information about Pricing

Minimum Monthly Access Fee

\$ 10 – Your monthly charges are billed according to your billing cycle

Early Termination Fee

NA

Standard Charges

Standard Local Calls – 3c per minute
Standard National Calls - 4c per minute
Standard Mobile Calls - 15c per minute
13 Outbound Call – 35c per minute
1300 Outbound Call – 35c per minute
1800 Outbound Call – 0c per min

Billing

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

Customer Service

If you have any questions regarding your plan, technical support or service please call us on 1300 664 453.

Complaints or Disputes Process

If you have a problem or complaint about your service please call us on 1300 664 453 or visit www.convergecom.com.au/legal/customer-terms for more information on our complaints handling procedure and relevant contact information.

Further Assistance

If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au