

SipTalk Critical Information Summary: SIP Chat

Information about the Service

Description of the Service	<p>Calls made using the service are connected using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN) that a regular landline uses. This is called Voice over IP or VoIP.</p> <p>It allows concurrent calls inbound or outbound to the public phone network via numbers hosted on the Siptalk Network, as well as access to send SMS.</p>
Minimum term	No Contract
Offer Inclusions	<ul style="list-style-type: none"> • Untimed calls (up to 2 hours) to fixed lines to 15 countries for 40¢ (India, Malaysia, Singapore, United Kingdom, United States of America, New Zealand, Canada, Italy, France, Brazil, Argentina, Germany, Netherlands, Denmark and Russia) • 15 Free Web SMS then 10¢ each • Mobile -20¢ per min • 1 Free DID included • Untimed Local/STD calls for 12¢ • International calls from 2¢ per min (http://s iptalk.com.au/rate.php) • Free Siptalk to Siptalk • 1300 & 13 numbers – 25¢ per call • Online account management portal access • CLID Over -stamping (Number presented on outbound calls)
Important Offer Conditions	<p>This is a prepaid service and you are required to ensure there is credit in your account to use this service.</p> <p>However, this does not mean that if you do not top up your account that it will automatically be cancelled.</p>
Important Limitations	CLID Over -stamping is supported for verified numbers only.
Important qualifications	To use the service you will need a high speed internet access connection, a modem/router, and a VoIP phone adaptor, soft - phone client or an IP Handset.

Information about Pricing

Set Up Fees	\$0
Minimum Monthly Fee	\$4.95
Maximum Monthly Fee	NA

Billing Information

The figures in this Critical Information Summary are for a full billing cycle but your bill may include pro rata charges for part of the month if you changed your plan part way through a billing period. Your bill is charged on the same date each month based on the date of your account registration (for example 11th May, 11th June, 11th July etc). The minimum monthly charge will be charged in advance for the next billing period. You will also be charged for the calls made outside of the included calls. These amounts will be deducted immediately from the balance of your account. If you do not make your monthly payment or if there is insufficient funds in your account you will be downgraded to a PAYG plan and your DID will be disabled. If there is insufficient funds in your account calls will not be able to be made.

Common Call Charges (including GST)

Local/STD calls	12¢ untimed
Mobile	20¢ per minute billed per second
1300 & 13 numbers	25¢ per call untimed
International Calls	International call starts from 2¢ per minute. Calls are charged per minute or part thereof. For all international call rates, see http://siptalk.com.au/rate.php Calls for a maximum of 2 hours to fixed lines to the following 15 countries are charged at a flat rate of 40¢ per call (India, Malaysia, Singapore, United Kingdom, United States of America, New Zealand, Canada, Italy, France, Brazil, Argentina, Germany, Netherlands, Denmark and Russia)
Web SMS	15 Free Web SMS, then 10¢ per message, per recipient

Other Information

Access your call and data usage information	You can access your call and data usage information by logging in to your customer account portal via this Link http://siptalk.com.au/client/index.php?module=siptalk&action=login&type=0
Customer Service contact details	Customer Support Service can be contacted: Monday to Friday; 9:00am to 6.00pm CST NSW (Sydney) 02 9098 1400 VIC (Melbourne) 03 8566 7100 QLD (Brisbane) 07 3088 3000 WA (Perth) 08 6355 5400 SA (Adelaide) 08 7477 8200 Or Customer Service (accounts) 08 8382 5967 9:00am to 5.30pm CST Monday to Friday http://siptalk.com.au/contact.php
How to access our dispute resolution process	Either use the Customer Service Contact Details above or submit your concerns via complaints@siptalk.com.au
TIO contact details	At Siptalk we take pride in ensuring our customer's satisfaction. If we haven't met your expectations or you are otherwise dissatisfied with our service please let us know. However, if you have exhausted all avenues for resolving your complaint and if you are still not satisfied with the resolution, you may seek further assistance from external channels, such as the Telecommunications Industry Ombudsman (TIO). http://www.tio.com.au/about-us/contact-us