

# Critical Information Summary



## Vokal Hosted & SIP Telephony

### Service Description

Vokal Hosted & SIP Telephony are voice telephony services supplied over your internet service. The internet service may be supplied by Vokal or by another service provider.

### Requirements & Availability

Vokal Hosted requires fixed broadband service and a wired Ethernet port. A Vokal Hosted handset is required unless you select SIP or Soft Phone (UC) options.

Each Vokal Hosted and SIP service requires a minimum of 100kbps of uncongested upstream and downstream internet bandwidth for optimal quality.

Vokal SIP requires a SIP enabled PBX/phone system (including handsets). Unless otherwise specified, a technician is required to program, configure and/or deploy your PBX/phone system that will be utilizing Vokal SIP services.

### Included Features

Vokal Hosted and SIP plans include a direct-in-dial geographic number (DID number) and unlimited standard

local and national calls to Australian landlines. A Bolt-on (Freedom) option is available which includes unlimited standard calls to Australian mobiles and 13/1300 numbers. Acceptable Use Policy applies to included calls.

Vokal Hosted plans also include a range of telephony features such as voicemail-to-email, call waiting and others.

### Minimum Service Term

The Vokal Hosted service is available on 36 and 60 month contract terms.

### Exclusions

Vokal Hosted and SIP plans do not support 19/1900 number 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. Unless specified with written confirmation by Vokal, Vokal Hosted and SIP is not available for telemarketing, call centre function and similar uses.

### Monthly and Once-Off Charges

Plan Name	Setup Charge		Monthly Charge		Total Minimum Cost	
	36 Month Contract	60 Month Contract	36 Month Contract	60 Month Contract	36 Month Contract	60 Month Contract
PAYG Premium	\$40.00	\$40.00	\$20.00	\$15.00	\$760.00	\$940.00
PAYG Premium + UC	\$40.00	\$40.00	\$25.00	\$20.00	\$940.00	\$1,240.00
PAYG SIP	\$40.00	\$40.00	\$25.00	\$20.00	\$940.00	\$1,240.00
Freedom Premium	\$40.00	\$40.00	\$40.00	\$35.00	\$1,480.00	\$2,140.00
Freedom Premium + UC	\$40.00	\$40.00	\$45.00	\$40.00	\$1,660.00	\$2,440.00
Freedom SIP	\$40.00	\$40.00	\$45.00	\$40.00	\$1,660.00	\$2,440.00

Information is current as of 04/03/2019 and is subject to change without notice. All prices quoted include GST.

### Monthly and Once-Off Charges

Plan Name	Setup Charge		Monthly Charge		Total Minimum Cost	
	36 Month Contract	60 Month Contract	36 Month Contract	60 Month Contract	36 Month Contract	60 Month Contract
Yealink T42 Rental	\$10.00	\$10.00	\$7.00	\$15.00	\$262.00	\$910.00
Yealink T46 Rental	\$10.00	\$10.00	\$9.00	\$20.00	\$334.00	\$1,210.00
Yealink T48 Rental	\$10.00	\$40.00	\$12.00	\$20.00	\$442.00	\$1,240.00

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Yealink T49 Rental	\$10.00	\$10.00	\$28.00	\$35.00	\$1,018.00	\$2,110.00
Yealink W60 Rental	\$10.00	\$10.00	\$6.50	\$5.00	\$244.00	\$310.00
Yealink CP920 Rental	\$10.00	\$10.00	\$21.00	\$15.00	\$766.00	\$910.00
Yealink CP960 Rental	\$10.00	\$10.00	\$28.00	\$19.00	\$1,018.00	\$1,150.00

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### Call Charges

Plan Type	Local Calls	Standard National Calls	Calls to Australian Mobiles	International*	1300 & 13*
PAYG Premium	Included	Included	15c/min	From 3c/min	35c/call
PAYG Premium + UC	Included	Included	15c/min	From 3c/min	35c/call
PAYG SIP	Included	Included	15c/min	From 3c/min	35c/call
Freedom Premium	Included	Included	Included	From 3c/min	Included
Freedom Premium + UC	Included	Included	Included	From 3c/min	Included
Freedom SIP	Included	Included	Included	From 3c/min	Included

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### Optional Equipment, User Software and Features

A selection of optional equipment, features and user software are available, such as headsets, Hunt Groups, Auto Attendants, Receptionist Application and more. Prices will depend on the options you select.

### Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply.

ETF is calculated as the monthly charges multiplied by the balance of the contract period. If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$199 will apply to each Standard or Cordless handset, and \$349 for each Premium handset.

### Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on **1300 698 652**.

### Complaints Handling

If you wish to make a complaint, please contact our support team by email at: [support@vokal.com.au](mailto:support@vokal.com.au)

### Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Vokal, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at [www.tio.com.au/](http://www.tio.com.au/) or by phone on **1800 062 058**.