



Connect with Confidence

Tel5 PTY LTD (ABN 44 938 215 544)
Address: 154A Halifax Street, Adelaide, SA 5000
Phone: 1300 008 355 (TEL5)
Email: info@tel5.com.au
Website: www.tel5.com.au

Business SIP Plans

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Business SIP provides your business with office phone services, hosted in the Cloud and delivered via a broadband internet connection.

MINIMUM TERM

Tel5 Business SIP plans do not have a minimum term; however, ongoing monthly discounts are offered over a termed contract.

MINIMUM SUPPORT REQUIREMENTS

Your solution will be fully supported from end to end only if the service is accessed with handsets or soft-phone clients supplied and configured by Tel5, using a broadband ADSL2+, NBN™ or other internet service supplied by Tel5 to our specifications. Each Business SIP solution requires a minimum of 2 channels to operate.

INFORMATION ABOUT PRICING

	PAYG		Unlimited	
	Casual	24 months	Casual	24 months
Monthly Access Fee	\$19.95	\$14.95	\$54.95	\$49.95
In-dial Range	\$55.00	\$45.00	\$55.00	\$45.00
National Calls	\$0.25 per call		Unlimited	
Mobile Calls	\$0.18 per minute		Unlimited	
13 / 1300	\$0.40 per call			
International	Not Included: Contact us for rates			
Activation Fee	\$240			
Minimum Cost	\$279.90	\$957.60	\$349.90	\$2,637.60

PRICING

All pricing in this document includes GST. Each Business SIP service includes your Main Advertised Number. Additional numbers required may incur additional fees. These will be discussed at the time of your application. Minimum cost includes any monthly access fees for the minimum 2 lines per service for either a single month or contracted term (where applicable) and the activation fee.



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EARLY TERMINATION

If you cancel your Business SIP service, or it is disconnected, Early Termination Fees (ETF) may be applicable. If you are on a Casual Business SIP plan, there will be no ETF charged for your Business SIP service. If you are on a 24-month contract, this fee is calculated as your monthly access fee, multiplied by the months remaining in your termed contract. If you have a Hardware Rental agreement, you will be charged using the same formula, regardless of your Business SIP contract status.

PROMOTIONS

Pricing included in this CIS does not take into account any promotional discounts or custom pricing that may be applied by us.

BUNDLE REQUIREMENTS

There are no bundle requirements or additional services required to be provided with the pricing specified in this document.

MINIMUM ACCESS REQUIREMENTS

To access the Service, you will need an internet connection with a minimum of 100/100Kbps of available bandwidth per simultaneous call, with no packet loss, and a ping of less than 150 ms. You will also need an IP enabled handset, SIP or VoIP enabled phone system, or soft-phone client, and may need extra hardware depending on your requirements. If you are unsure if you meet these requirements, please request to speak with our IT department.

OTHER REQUIREMENTS

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN.

PORTING

Porting your existing number(s) to Tel5 is easy. We will request all required information from you and place the porting request. It is your responsibility to confirm, understand and pay any Early Termination Fees applicable from your current provider.

CALLS TO INTERNATIONAL & PREMIUM NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For these international call rates, please contact Tel5. Premium numbers are charged at their prevailing advertised rate and are charged on top of your monthly access fee. These charges are also outside of our control as they are set by the content provider.



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OTHER INFORMATION

CONNECTION TIMEFRAMES

We endeavour to have this product connected between 5 and 20 business days from the date we accept your application. Please note, however, as this is a complex product, additional steps can be required with the setup and configuration, combined with any hardware deployment. For this reason, it can take longer to connect. In some cases, this can occur sooner than our intended timeframe.

Porting single numbers is usually a 4 to 6 week turn around (or 4 to 8 weeks for complex ports), however, these are requested once the application form is accepted and this is in tandem with the setup, configuration and rollout of any systems and hardware. The time frame for porting services is largely dependent on your existing provider releasing the numbers to Tel5.

BILLING

We will bill you in advance for the minimum monthly charge and features, and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

LATE PAYMENT FEE POLICY

To ensure timely payments and continued service, Tel5 enforces a \$15 late payment fee for overdue invoices. This fee applies under the following conditions:

- Payments not received by the due date specified on the invoice will incur a \$15 late fee.
- The late fee will be added to the outstanding balance and reflected in the next billing cycle.
- Failure to clear overdue payments may result in service suspension until the outstanding balance (including the late fee) is paid in full.

For any payment-related concerns, please contact our billing department via email billing@tel5.com.au or Phone 0881005255.

FAIR USE POLICY

Fair Use Policy Applies. High Volume Telemarketing is prohibited on this service. Additional call charges may be incurred for unreasonable outbound call volumes.