

TEKWORX BUSINESS VOICE – SIP FOCUS VOICE 5, 10, 15 & 20 UNMETERED/UNLIMITED PLANS

INFORMATION ABOUT THE SERVICE

A Tekworx SIP voice service is a business grade voice solution suitable for customers seeking a robust ISDN replacement product. SIP voice comes with a varying number of “both way voice lines” and a block of telephone numbers specifically to allocating extension numbers across staff.

SIP voice lines come back in blocks of 5 lines, 10 lines, 15 lines or 20 lines. You may during the term of agreement increase the volume of lines however the limit of lines supplied is 20. The SIP unmetered/unlimited plans are ideal for businesses looking for a fixed monthly spend on their voice service.

INFORMATION ABOUT PRICING

HARDWARE

Tekworx will install a network termination device which plugs straight into your phone system. Tekworx’s SIP voice product is suitable only for IP based phone systems, to check your phone system compatibility with your existing phone system please contact Tekworx at 1300 730 451. In some cases non-IP based phone systems can be upgraded to support Tekworx’s SIP voice products.

MINIMUM TERM

24 months.

ACTIVATION/CONNECTION FEES

The following connection fees apply to Tekworx’s SIP voice products;

24 month term - \$200 ex GST
36+ month term - \$0.00

MONTHLY MINIMUM CHARGES

Your monthly SIP voice charges are based on the number of lines you choose, coupled with add-on services you also take (refer to additional charges section). In addition to monthly fees for Tekworx’s SIP voice products and any add-on features or benefits you choose, calls made to local, national, 13/1300, And mobiles are included in the monthly fee.

The following Monthly Line Rental fees are as follows; all prices exclude GST.

SIP VOICE 5	- \$350.00
SIP VOICE 10	- \$650.00
SIP VOICE 15	- \$950.00
SIP VOICE 20	- \$1,250.00

It is mandatory to take an in-dial Number Block which will form part of your minimum monthly charges, refer to price list in ‘Additional Charges’.

MINIMUM TOTAL COST

24 Month Agreement

SIP VOICE 5	- \$ 9080.00
SIP VOICE 10	- \$16,280.00
SIP VOICE 15	- \$23,480.00
SIP VOICE 20	- \$30,680.00

36 Month Agreement

SIP VOICE 5	- \$13,320.00
SIP VOICE 10	- \$24,120.00
SIP VOICE 15	- \$34,920.00
SIP VOICE 20	- \$45,720.00

STANDARD CALL CHARGES

With local, national, calls to mobiles and 13/1300 call costs included in your monthly service fee, other international standard call charges are calls to international destinations. For a full list of Tekworx’s low international call rates please refer to a Tekworx Sales representative.

EXCLUSIONS

Tekworx’s SIP voice service is not available to outbound call centers and is subject to Tekworx’s acceptable use policy which can be read at Tekworx.com.au

CRITICAL INFORMATION SUMMARY



ADDITIONAL CHARGES

In-dial ranges or Number Blocks are a mandatory add-on product to the SIP voice lines. You must select one of the following options to be included with your lines; Prices are charged monthly and exclude GST

100 Number Block	- \$44.80
50 Number Block	- \$30.00
10 Number Block	- \$20.00

Extension Level Billing – Allows you to see the call usage costs accrued per phone extension in your business - \$30 per month exc GST

SIP Upgrade Modification Fee – if you increase your SIP voice line package you will be charged a one-off fee of \$150.

Planned Re-Direction Fee – If you require Tekworx to set up a call re-direction service for your SIP voice product, a one-off charge of \$250 applies. Process to set up takes 5 business days.

Emergency Re-Direction Fee – If you require Tekworx to set up a call re-direction Fee within 4 hours a one-off charge of \$450 ex GST.

Relocation Fees – The following one-off SIP voice relocation fees apply;

Metro areas - \$1,150.00

Regional areas - \$1,750.00

When relocating a Tekworx SIP voice service, in addition to paying a service relocation fee you must also re-start the minimum contract term of 24 months at your new premises.

EARLY TERMINATION CHANGES

If you cancel your service within the contract term, Tekworx will charge you the remaining months of the contract term. If you relocate to a location where Tekworx does not have coverage early termination charges will apply.

OTHER INFORMATION

If addition to tekworx emailing you regarding data notifications at 50%, 85% and 100% , you can monitor you monthly usage at www.tekworx.com.au via the client portal.

Billing information

If you need assistance, have questions about your bill, support or connection please contact our support team.

Customer Support & Complaints Procedure

To seek customer support or to make a complaint, please contact us at:

Ph: 1300 730 341

Email: feedback@tekworx.com.au

For full contact information please visit our website.

Further Investigation

If we cannot resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058