

## TEKWORX BUSINESS VOICE – SIP STANDARD VOICE 5, 10, 15 & 20

### 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.

### 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, you will be billed for calls made from the service. The following monthly line rental fees are as follows; all prices exclude GST.

Plan	Min Total Cost
SIP Standard 5 – 24Mths - \$125	\$3,680.00
SIP Standard 5 – 36Mths - \$115	\$4,860.00
SIP Standard 5 – 48Mths - \$105	\$6,000.00
SIP Standard 10 – 24Mths - \$165	\$4,640.00
SIP Standard 10 – 36Mths - \$135	\$5,580.00
SIP Standard 10 – 48Mths - \$115	\$6,240.00
SIP Standard 15 – 24Mths - \$195	\$5,360.00
SIP Standard 15 – 36Mths - \$175	\$7,020.00
SIP Standard 15 – 48Mths - \$155	\$8,340.00
SIP Standard 20 – 24Mths - \$245	\$6,560.00
SIP Standard 20 – 36Mths - \$225	\$8,820.00
SIP Standard 20 – 48Mths - \$205	\$10,740.00

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’.

#### STANDARD CALL CHARGES

The following call usages charges apply to SIP focus product through negotiation with your sales rep, and will determine call rate applies to your business;

##### TIER 1

Locals Calls – 10c per call (no flagfall\*)  
National Calls – 7c per minute (no flagfall\*)  
Calls to Mobiles\*\* - 18c per minute (no flagfall\*)  
(2 minute national mobile calls will cost 36c)

##### TIER 2

Locals Calls – 9c per call (no flagfall\*)  
National Calls – 7c per minute (no flagfall\*)  
Calls to Mobiles\*\* - 18c per minute (no flagfall\*)  
(2 minute national mobile calls will cost 36c)

##### TIER 3

Locals Calls – 8c per call (no flagfall\*)  
National Calls – 6c per minute (no flagfall\*)  
Calls to Mobiles\*\* - 17c per minute (no flagfall\*)  
(2 minute national mobile calls will cost 34c)

### **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.

### **OTHER INFORMATION**

In addition to Tekworx e-mailing data usage notifications when your monthly usage allocation reaches 50%, 85% and 100%, you can monitor your monthly usage profile by visiting [www.tekworx.com.au](http://www.tekworx.com.au).

#### **Customer Support & Complaints Procedure**

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

Ph: [1300 730 341](tel:1300730341)

Email: [feedback@tekworx.com.au](mailto: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