

CRITICAL INFORMATION SUMMARY

SIP FlatRate

PLAN PRICING

This summary may not reflect any or all discounts or promotions which may apply from time to time.

Plan	Included Channels	Included Numbers	Minimum Term	Minimum Cost
SIP FlatRate 1	1	1 Geographic	1 Month	\$ 34.95
SIP FlatRate 2	2	1 Geographic	1 Month	\$ 68.95
SIP FlatRate 5	5	1 Geographic	1 Month	\$ 169.95
SIP FlatRate 10	10	1 Geographic	1 Month	\$ 329.95
SIP FlatRate 20	20	1 Geographic	1 Month	\$ 624.95
SIP FlatRate 30	30	1 Geographic	1 Month	\$ 879.95

Service description

Our SIP FlatRate service is a voice service where the call is carried over internet to an IP telephony termination system. The internet service used to deliver our SIP FlatRate service can be supplied by us or another service provider. This service does not include the cost of any data/internet services.

Our SIP services are not suitable for those looking for emergency phone connections. They will not work during a power or signal failure, and they are not guaranteed to work during an emergency.

Availability

These services are available at selected coverage areas and are subject to infrastructure availability at each customer premises. To check service availability, please contact us on (03) 5292 3655 during business hours.

Channels

The number of channels in your plan equals the total number of simultaneous inbound/outbound calls that may be achieved from your IP telephony termination system.

Call charges

The cost of making a 2-minute Standard National Mobile Call is 0¢.

All timed rates below are billed per second with a minimum 60 second charge:

Type	Rate
Australia Fixed Local & National	Included ¹
Australia Mobile	Included ¹
Australia 13 Numbers	Included ¹
Australia 18 Numbers	Included ¹
Directory Assistance	\$1 per call
International Numbers	Varies

¹ Fair Use Policy applies of 500 Minutes per channel, per month of outgoing calls. Outbound calls may be suspended should Fair Use Policy be breached.

Additional information on our call rates (including international call rates) is available on our website at www.itsfubar.com.au/voice-services/call-rates.

Qualifications

Our Acceptable Use Policy exists to ensure all our customers can access our services, and do not use them in a manner we consider unreasonable or unacceptable. The policy sets customer responsibilities

for the use of our services and outlines the steps we may take to monitor your compliance with this policy. The policy can be viewed online: www.itsfubar.com.au/legal/aup.

By completing a sign up with us you agree your service may be restricted or terminated if:

- You fail to pay your bill.
- You are abusive to our staff.
- You breach the terms of our Acceptable Use Policy or Fair Use Policy.

Call quality is dependent on the quality of your internet connection.

We do not provide access to Premium call services such as 1900 numbers.

ADDITIONAL INFORMATION ABOUT PRICING

How are payments made?

You will need to set up automatic payments (i.e., direct debits) from a credit, debit, or charge card to purchase this service.

When are payments made?

You will be automatically charged via your selected credit, debit, or charge card at the end of each billing cycle for any relevant charges.

Number Hosting

All services SIP FlatRate plans include hosting 1 Australian geographic number at no cost. In addition to the monthly charge for the SIP FlatRate service, you are required to pay the following fees (calculated based on your number requirements) to utilize additional inbound numbers beyond the single included number. You may also be required to pay a number porting charge to bring your phone numbers over from another carrier.

OTHER INFORMATION

Complaints

If you are not happy with your service, a complaint can be raised with IT'S FUBAR Technology Services via the following methods:

- Telephone: Call us on (03) 5292 3655 during our business hours.
- Email: Send to support@itsfubar.com.au.

If you are still not happy with the outcome of your complaint after contacting us, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or by visiting the Telecommunications Industry Ombudsman website at www.tio.com.au/making-a-complaint.

By default, access to international numbers is blocked to prevent bill shock. You can request access to international numbers by calling our team on (03) 5292 3655 during business hours. You may also need to separately request access to call certain high risk international destinations.

Equipment

You will need:

- an active broadband internet service at the location where the SIP service is to be utilised.
- An IP telephony termination system such as a PBX, or ATA to utilise the SIP service.

Any telephony termination system changes will need to be made by you or a 3rd party unless the termination system being utilised is provided by IT'S FUBAR Technology Services.

Cancellation

There are no exit fees for this service. You may advise us at any stage that you wish to cancel your service, and this will be processed at the end of the current billing cycle. You are required to pay the full amount for the current month of service, subject to your consumer law rights.

Plan changes

You can change your plan to any of our SIP FlatRate plans (if available at your premises) at any time without incurring any plan change fees. Other fees may apply.

Customer service

We have a Geelong based team who can help you with any support, accounts, or sales related questions. Give us a call on (03) 5292 3655 or email support@itsfubar.com.au.

Usage information

You may find usage information for the last month summarised on your most recent invoice. You may also contact us during business hours on (03) 5292 3655 for a snapshot of your utilisation for the month to date, or for a copy of a prior invoice.

Priority assistance

We do not offer Priority Assistance. Telstra is a provider who does.