

Critical Information Summary – VoIP

VoIP Plans

Included/Details	Minimum monthly charge	Maximum monthly charge	Early termination charge	Minimum term
Casual User	\$0.00 plus calls	\$0.00 plus calls	\$0.00	1 month
Standard / Regular User	\$10.00 plus calls	\$10.00 plus calls	\$0.00	1 month
International User	\$20.00 plus calls	\$20.00 plus calls	\$0.00	1 month

THE SERVICE

SDL Technology offers VoIP plans to eligible customers on the SDL network. SDL Technology's VoIP Phone Plan uses the customer's broadband (internet) connection to provide a home phone service. A standard phone line is not required.

AVAILABILITY OF THE SERVICE

- Available at any premises with an internet connection.
- Requires an active broadband service.
- Requires a VoIP adaptor or approved router. SDL Technology can recommend suitable hardware and provide it at additional cost if customer so chooses.

Note: Most handsets will plug into your VoIP service, but SDL cannot guarantee your existing handset will work.

INCLUSIONS

- Month to month service with no fixed term
- Call waiting
- Voicemail
- Australian-based support Team

NOT INCLUDED

- Hardware (see availability requirements) and some calls. See table below for call charges.

CONDITIONS

Customer is not required to bundle anything with an SDL VoIP Phone Plan.

Service may be restricted or cancelled if you fail to pay your bill, abuse our staff, or breach any terms and conditions applying to the service, or our fair use policy.

SDL does not provide access to premium call services e.g. 1900 numbers.

Access to international numbers is blocked by default. The customer can request access to international numbers once the agreed VoIP service is active, by calling SDL’s customer service team on 07 3137 0665. This default position is SDL policy to prevent customer being caught by unexpected “bill shock”.

The service does not include backup power supply. In the event of a power outage, you will be unable to make calls, including calls to emergency services. SDL recommends that customers should have a backup plan in place to cover such situations. Speak to our service team about what backup plans could be considered.

All SDL VoIP plans have a monthly \$150 hard cap limit.

SDL is unable to offer priority assistance to those who require it for medical reasons. We recommend customers contact Telstra, if such services are required e.g. for customers with diagnosed life-threatening conditions.

If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact your device supplier about moving these services to NBN or Opticomm.

PRICING

Included/Details	Calls to other SDL VoIP / Aussie VoIP services	Local Calls	National Calls	Calls to Mobiles	International	1300 & 13
Casual User	Included	\$0.15 untimed	\$0.15 untimed	\$0.22 per minute	varies	\$0.35 untimed
Standard / Regular User	Included	Included	Included	Included	varies	\$0.35 untimed
International User	Included	Included	Included	Included	varies	\$0.35 untimed

NOTES ON PRICING

- International Talk plan also includes \$15 of ‘Talk Time’ credit that can be used for 1300 & 13 numbers as well as International calls (selected destinations only). SDL VoIP’s international call rates can be provided on request. For a full list of International rates, please contact our friendly team.
- Some high risk international destinations are actively blocked.
- No flagfall costs except for 1223 (National Directory Assistance) - \$0.715 flagfall incl GST; and 1225 (International Directory Assistance) - \$2.145 flagfall incl GST
- Calls to standard national mobile numbers costs \$0.22 per minute (Casual Plan) or free on Everyday and International plans.
- No setup fee for service. No exit fee for service.
- Customers do not have to purchase a VoIP adaptor or approved router from SDL, but SDL can provide them if requested.
- All costs inclusive of GST.

OTHER INFORMATION

Usage information can be accessed via SDL Technology's Client Portal, which is made available as a service at sign-up.

Customer service is provided by Australian-based team at SDL Technology. No overseas call centres.

If you are dissatisfied with our products and services, please refer to our complaints policy for information about how to express/lodge your complaint.

Contact:

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