

Critical Information Summaries (CISs)

(Business SIP Plans)

Business SIP service provides your business a seamless IP phone service, hosted in the Cloud and will be delivered via a wired internet connection (Recommended).

Minimum Term

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

Minimum Support Requirements

Your solution will be fully supported from end to end only if the service is accessed with IP Phones configured by Divine Telecom, using a broadband ADSL2+, NBN™ or any other wired internet service supplied by Divine Telecom to our specifications. Each Business SIP solution requires a minimum of 2 channels to operate.

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 0% packet loss, and a ping of less than 150 ms. You will also need an IP enabled handset, SIP or VoIP enabled phone system, and may need extra hardware depending on your requirements. If you are unsure if you meet these requirements, please request to speak with our Technical Consultants free of cost.

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 Divine Telecom is very easy. We will request all required information from you and place the porting request in your behalf to make this process seamless. It will be your responsibility to confirm, understand and pay any Early Termination Fees applicable with your current service provider.

Information About Pricing

	PayG		Unlimited		
	No Term	24 months	No Term	24 months	36 months
Monthly Access Fee	\$19.00	\$15.00	\$60.00	\$55.00	\$50.00
In-dial Range	\$55.00	\$45.00	\$55.00	\$45.00	\$45.00
Local Calls	\$0.19 per call		Unlimited		
National Calls	\$0.25 per call		Unlimited		
Mobile Calls	\$0.19 per minute		Unlimited		
13 / 1300	\$0.40 per call				
International Calls	N/A				
Activation Fee	\$199				

Pricing

All pricing mentioned on this document includes GST. All Business service must include your Main Advertised Number. Additional numbers required may incur additional fees. These will be discussed at the time of your CAF on-boarding process. Minimum cost includes any monthly access fees (minimum 2 channels per service) and the activation fee.

Early Service Termination

If you cancel your Business SIP service, or it is disconnected, Early Termination Fees (ETF) may get applied. If you are on a No Term Business SIP plan, there will be no ETF charged for your Business SIP service. If you are on a 24/36/48 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.

Call Out Charges

Divine Telecom can charge for the call out fees due to the following reasons:

- (a) If the service which has been provided does not comply with the SLA.
- (b) If there are any dependencies while integrating the service provided by Divine Telecom.
- (c) If it has been found that Divine Telecom does not have any issues and has provided extended support (On-site or Remotely).

Promotions

Pricing included in this Critical Information Summaries does not take account of any promotional discounts or customized plans.

Connection Timeframes

We endeavour to have this service provisioned 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.

Number porting for single numbers usually takes 4 to 6 week of turnaround time, 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 completely dependent on your existing service provider with releasing the numbers (DIDs) to Divine Telecom.



DIVINE TELECOM (65 642 249 063)

Helpline: 03 8725 2050

Email: support@divinetel.com.au

Website: www.divinetel.com.au

Billing

Billing will be done in advance for the minimum monthly charges 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.

Fair Usage

Fair Usage applies to all the services provided by Divine Telecom. High Volume Telemarketing is strictly prohibited on this service. Additional charges may apply for unreasonable outbound calls. For more information we would recommend you to please refer to our detailed Fair Usage Policy on the website - www.divinetel.com.au.