

## CRITICAL INFORMATION SUMMARY HOME OFFICE

This Critical Information Summary covers the most important information about your plan. It includes details about call rates, inclusions, exclusions, important conditions as well as other useful information.

### INFORMATION ABOUT THE SERVICE

NetSIP Home Office is a no-frills Voice over Internet Protocol (VoIP) service. The Home Office plan will give you access to one 2-Channel SIP VoIP account with one NetSIP direct-in-dial telephone number. NetSIP Home Office is a two way telephone service capable of both dialling out to and receiving calls from the PSTN network. NetSIP Home Office is capable of holding up to 2 concurrent calls.

NetSIP Home Office is Pre-Paid month to month and has no minimum term.

#### WHAT'S INCLUDED

The \$5.49 monthly fee for NetSIP Home Office includes the following:

- 1 SIP Account with 2 Channels
- 1 NetSIP Direct in Dial Telephone Number (which cannot be ported from another provider)
- \$5 of Call Credit for use with the service in that month (and which will expire month-to-month).
- Online account management portal
- Post-sales support via Email

#### WHAT'S EXCLUDED

NetSIP Home Office does not include hardware. You must provide and configure your own SIP compatible hardware to use the service.

Due to the nature and pricing structure of the service, we may not be able to offer NetSIP Home Office to customers who do not agree to waive the Customer Service Guarantee (CSG).

Post-sales support via Telephone

### IMPORTANT REQUIREMENTS

To purchase and receive NetSIP Home Office you will require the following:

- A valid Australian Business Number (ABN)
- An Australian Credit Card – at this time Credit Card is the only form of payment we accept.
- A high-speed broadband internet connection. We do not recommend 'wireless broadband' services which are delivered over cellular networks (eg: 3G) as they may be unreliable.
- SIP Compatible hardware such as an Internet phone adapter (e.g. Cisco SPA112), or handset (e.g. Polycom VVX411)

### IMPORTANT CONDITIONS AND LIMITATIONS

**This service may not be available to make emergency calls (Triple Zero, '000' calls). While every effort is made to ensure that emergency calls are connected, you should ensure you have access to a landline or mobile telephone service to dial Triple Zero in emergencies.**

This service may not provide accurate location data to emergency call operators. NetSIP Home Office can be accessed from anywhere with an internet connection and as such may be used at addresses which are different to the address registered with the IPND Number Database. Emergency services rely on the IPND to obtain location information. We will make every effort to ensure the IPND database is kept up to date with the most recent address you provide to us.

For security reasons, NetSIP by default only allows calls to the most popular international destinations. Calling to other international destinations can be enabled on request. We do not charge to enable calling to non-standard international destinations.

While some calls are untimed for billing purposes, for security reasons all calls have a 2 hour connection limit and will automatically disconnect after 2 hours.

This service excludes support over the telephone. All support for NetSIP Home Office is via email.

## INFORMATION ABOUT PRICING & BILLING

### THIS IS A PREPAID SERVICE

NetSIP Home Office is a prepaid service and you are responsible for ensuring you have sufficient credit to place a call. Included in your monthly payment is \$5.00 call credit for use during the month. You are able to top up further amounts via our customer portal. Amounts you top-up above your monthly payment will roll over from month to month, however included call credit will not.

### AUTOMATIC TOP-UP AND MONTHLY PAYMENTS

We offer an automatic top-up service which helps you ensure that you always have sufficient call credit to make calls. We are able to send you a warning when your account balance is getting low and then direct-debit your credit card a set amount once your account balance reaches an agreed top-up threshold. The monthly prepaid amount will be automatically debited at the start of each month, unless you cancel the service.

### NUMBER PORTING

NetSIP accepts telephone numbers ported from other providers however this will incur a one-time porting fee and an extra monthly fee to use the ported number with your NetSIP Home Office service.

Please email [support@netsip.com.au](mailto:support@netsip.com.au) to lodge a ticket regarding number porting.

### OTHER INFORMATION

#### ITEMISED CALL HISTORY

An itemised call history of your calls is available in your online portal to help you verify charges made against your call credit.

#### ACCOUNT MANAGEMENT

You are able to manage your NetSIP account via our online portal at [portal.overthewire.com.au](http://portal.overthewire.com.au)

From the portal you are able to review call history, top-up your account, set up the automatic top-up service as well as manage your billing address and billing details or lodge support tickets.

### CONTACT US

Support and enquiries for this service are via email only, 9am to 5pm AEST, Monday to Friday. Please contact us at either [feedback@netsip.com.au](mailto:feedback@netsip.com.au) for generic enquiries, [accounts@netsip.com.au](mailto:accounts@netsip.com.au) for billing enquiries, or [support@netsip.com.au](mailto:support@netsip.com.au) for technical enquiries.

### COMPLAINTS

If you have a complaint we encourage you to contact us on 1300 638 747, or via email at [feedback@netsip.com.au](mailto:feedback@netsip.com.au). We are committed to resolving complaints as quickly as possible. If you would like to review our complaints handling policy it is available at [www.netsip.com.au/legal/complaints-policy](http://www.netsip.com.au/legal/complaints-policy).

While we feel our internal complaints process is the best way to resolve issues, if we cannot resolve complaints to your satisfaction you are able to contact the Telecommunications Industry Ombudsman on 1800 062 058 or go to [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us).

### PRICING SUMMARY

Min. Monthly Cost	\$5.49
Included Call Credit	\$5.00 (Equivalent to 55 standard national calls or 13 standard two-minute mobile calls)
Standard National or Local Landline Call	9¢ (untimed)
Cost of a two min. Standard National or Local Call	9¢
Standard National Mobile Call	18¢ per min (charged in 1 minute blocks)
Cost of a two min. Standard National Mobile Call	36¢
Cost of a 13/1300 Number Call	25¢ (untimed)

Exact monthly charges depend on usage, and no monthly charge maximum threshold applies. All rates for this plan exclude any charges for hardware, number porting, or additional number hosting above the included quantity.

For international call rates please visit:  
[portal.overthewire.com.au/internationalratecard.pdf](http://portal.overthewire.com.au/internationalratecard.pdf)