

CRITICAL INFORMATION SUMMARY | CORE SIP



INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

NewVo Core SIP plans are offered as an office phone service delivered via your internet connection.

MINIMUM CONTRACT TERM

24 Months

MINIMUM COST

\$769

AVAILABILITY

Core SIP is available to business customers with an active ABN.

To use our Core SIP product, you will require a SIP enabled Phone, PABX or Phone System and an active internet connection. Each SIP channel requires 100/100 Kbps to operate.

KEY DETAILS

Your Core SIP service allows you to make and receive phone calls. Your Monthly Access Fee is the line rental per Core SIP service you have requested. The table below provides call types and rates that are included and are specific to your Core SIP plan. Call types not listed, optional value-added services and any equipment required to operate your service are charged in addition to your Monthly Access Fee. All pricing provided is inclusive of GST.

PLAN	CORE SIP (2 CHANNEL)	ADDITIONAL SIP CHANNEL
Monthly Access Fee	\$30	\$15
Total Minimum Cost per service	\$720	\$360

A minimum of 2 channels applies to each Core service. Single channels may be purchased after the minimum.

SETUP FEE

\$49

PHONE NUMBERS

To use our SIP service, you will require a minimum of one phone number. NewVo can provide you with a new number or range, or you can bring your existing service with you*. Monthly rental costs below:

SERVICE	RENTAL
Single Number	\$5
100 Number DID	\$60

**Porting costs apply to transfer service numbers to NewVo, Contact us on 1300 993 214 for more information.*

CALL RATES

The table below outlines the call rates associated with our Core SIP product. Timed Calls are billed in 1 second increments.

CALL TYPE	CALL RATES
Local Calls	7c per minute
National Calls	7c per minute
Calls to Australian Mobiles	17c per minute
Calls to 13/1300 numbers	33c per call

For details of charges for call types not listed, please contact NewVo via support@newvo.com.au

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EARLY TERMINATION FEE

If you cancel your Core SIP service anytime within the contract term, an Early Termination Fee will apply. This fee is \$180 per SIP channel, calculated at a pro rata rate over the contract term.

BILLING

On the same day each month, we'll bill you in advance the minimum monthly charge and your previous monthly usage via email. you can request a paper bill (at a cost of \$2.95 per month) and see bill payment options on our website.

IMPORTANT INFORMATION

NewVo Core SIP Service uses the internet and will not work in the event of a power outage. NewVo provides no guarantees that the Core SIP product will work 24/7, and it is not recommended that you rely on this service for making emergency calls, including 000.

NEED HELP?

If you have any questions regarding your plan or service, please contact us via email at Support@newvo.com.au or call 1300 993 214 during business hours.

COMPLAINTS

On our website, www.newvo.com.au you'll find details about who to contact if you have a complaint.

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit tio.com.au/about-us/contact-us.

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