



INFORMATION ABOUT THE SERVICE

**SERVICE DESCRIPTION**

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

**MINIMUM CONTRACT TERM**

24 Months

**MINIMUM COST**

\$5929

**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 PLUS (4 CHANNELS MIN)	ADDITIONAL SIP CHANNEL
Monthly Access Fee	\$240	\$60
Total Minimum Cost	\$5760	\$1440

*A minimum of 4 channels applies to each Core Plus service. Single channels may be purchased after the minimum.*

**SETUP FEE**

\$49

**CALL RATES**

The table below outlines the call rates associated with our Core SIP PLUS product.

CALL TYPE	CALL RATES
Local Calls	Included
National Calls	Included
Calls to Australian Mobiles	Included
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](mailto:support@newvo.com.au)*

**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.*

**EARLY TERMINATION FEE**

If you cancel you Core SIP service anytime within the contract term, an Early Termination Fee will apply. This fee is \$360 per SIP channel, calculated at a pro rata rate over the contract term.

Core SIP Plus is not available for use in Call Centres or other high outgoing call traffic environments it is subject to NewVo’s Fair use policy. You can view our fair use policy here [www.newvo.com.au/customer-terms](http://www.newvo.com.au/customer-terms)

**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.

Please note that some mobile network operators may restrict the use of Voice over Internet Protocol products over a mobile data connection or may impose additional fees for necessary features required to enable access.

**NEED HELP?**

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

**COMPLAINTS**

On our website, [www.newvo.com.au](http://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](http://tio.com.au/about-us/contact-us).

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