

## Critical Information Summary Ace VoIP Business Advantage \$10

### Information about the service

The Ace VoIP Business Advantage service allows customers to make phone calls using Voice over IP (VoIP).

### Minimum Plan Term

There is no minimum contract term.

### What's Included

The following is included:

- Phone number
- VoIP service allowing up to 2 simultaneous calls (the 2<sup>nd</sup> call is dependent upon the VoIP hardware you are using)

### What's Not Included

Any phone calls made on the service will be charged at the applicable rates.

### Information about pricing

#### Monthly Charge

The monthly charge for the Ace VoIP Business Advantage \$10 plan is \$10.

#### Call Charges

Call charges from your Ace VoIP Business Advantage \$10 plan are as follows:

<b>Local Calls</b>	10c untimed
<b>National Calls</b>	10c untimed
<b>Mobile Calls</b>	18c per minute
<b>13/1300</b>	28c untimed
<b>International Calls</b>	20c untimed to 21 countries. 21 countries include Canada, China, France, Germany, Greece, Hong Kong, Ireland, Israel, Italy, Malaysia, Netherlands, New Zealand, Norway, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, UK and USA. Excludes calls to mobiles and special services. Standard International call rate applies to all other destinations. Please refer to <a href="http://www.acecommunications.com.au/business/ace-voip-business-plans/">www.acecommunications.com.au/business/ace-voip-business-plans/</a> for a full list of our International rates

All timed calls incur a minimum charge of one minute. Additional time after the first minute is charged in per second increments.

### Connection Fee and Hardware Charges

There is no connection fee. In order to use the service you will require compatible VoIP hardware.

If you require VoIP hardware you can purchase this outright at the time of ordering. Pricing changes from time to time and can be found on both our web site and application form. If you are unsure whether your existing VoIP hardware is compatible please contact our sales team on 1300 223 266.

### Early Termination Fee

There is no Early Termination Fee. Any cancellations require 30 days notice.

## Other Information

### Dedicated Internet Service for Ace VoIP

Ideally we recommend a dedicated Internet service for your VoIP call traffic. This will help to ensure that basic Internet activity such as web browsing and the downloading of emails do not affect the quality of your phone calls. For business customers only using VoIP for up to 2 simultaneous calls they may be able to use VoIP on their existing Internet connection if their bandwidth utilisation is low and/or a quality router with Quality of Service is installed. We are unable to provide assistance to customers who have call quality issues if they are sharing the one Internet connection for both VoIP and data usage.

### 000 Emergency Dialling

Due to possible technical issues beyond our control, Ace VoIP is not always guaranteed to provide access to 000 emergency services. We do not recommend that you use Ace VoIP as your sole telephone service/system. For your protection, please ensure you always have an alternative means of dialling the 000 emergency services. If you intend to use a mobile telephone to dial 000 emergency services please read 'Calling the Emergency Call Service from a Mobile Phone: Frequently Asked Questions' from ACMA available online at [www.acma.gov.au/theACMA/calling-the-emergency-call-service-from-a-mobile-phone--faqs](http://www.acma.gov.au/theACMA/calling-the-emergency-call-service-from-a-mobile-phone--faqs). In the event that you dial an emergency service number from the service, the service address provided by you to Ace Communications will be displayed to the emergency services operator. It is your responsibility to notify Ace Communications of any changes to your service address details.

### Billing

Your bill will be issued in the first week of each calendar month. Customers paying by direct debit from a credit card or from a bank account will be debited on the 10<sup>th</sup> of each month (or the next business day). Customers paying by invoice have 14 days to pay from the date of invoice.

### Call Usage Information

You can track your call usage through My Ace Account by going to [www.acecommunications.com.au](http://www.acecommunications.com.au) and clicking on Customer Login followed by My Ace Account. You will need your My Ace Account login details which will be emailed to you at the time of connection.

### Contacting our Support Team

You may contact our support team either by phone on 1300 223 266 or by sending an email to [support@acecommunications.com.au](mailto:support@acecommunications.com.au). Please note emails must be sent from the email address you provided us at the time of applying in order for us to identify you. Our support hours are 9am to 8pm Monday to Friday and 10am to 3pm Saturday (all times AEST).

### Complaint Handling

If you would like to make a complaint about your service please contact our customer support team using the details listed above. You may review our Complaint Handling Process online at [www.acecommunications.com.au/legal-and-policy-documents/](http://www.acecommunications.com.au/legal-and-policy-documents/).

### TIO (Telecommunications Industry Ombudsman)

If you are not satisfied with the resolution of your complaint you may contact the TIO by phone on 1800 062 058 or for other contact details please visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us).