

Critical Information Summary Residential Telephony (Voice over IP)

INFORMATION ABOUT THE SERVICE

Service Description

Signature Connect can assist customers looking to retain a telephone number when transferring internet service to NBN or if customers are wanting a home phone service. The service is delivered via Voice over IP (VoIP) which is a digital telephone service delivered over the internet.

Equipment Required

Existing handsets can be used with an addition of an Analog Telephone Adapter (ATA). Alternatively, IP phones can be purchased and connect directly to the router without any adapters.

Minimum Term

Minimum Term: 1 Month

Minimum Monthly Charge \$15.00
 Maximum Charge for cancellation \$15.00 + call usage

Service Availability

Delivered via an internet connection.

Installation

VoIP services will be remotely activated, if an ATA is purchased this will come preconfigured and instructions on where to connect.

If an IP phone is purchased, this will be preconfigured and instructions on how to connect.

Billing

Invoices are generated once a month, and services are billed in arrears. Invoices are payable 7 days from issue date via Direct Debit Authority or via Bank Transfer.

INFORMATION ABOUT PRICING

Upfront Charges

Service	Price
Port existing Number & activation	\$99.00
Activate new number	\$55.00
Analog Telephone Adapter (ATA)	\$149.00
IP Telephone	POA

Monthly Charges

Service	Price
Number Hosting	\$15.00

Call Rates

Call Type	Cost per Call	Cost per Minute
Calls to National	\$0.10	
Calls to Mobiles		\$0.16
Calls to 1300 numbers	\$0.33	
Calls to 1800 numbers	Free	Free

OTHER INFORMATION

Customer Service

Email: sales@signatureconnect.com.au
 Phone: 1300 859 118

Customer service by email:
sales@signatureconnect.com.au

Technical Support

Email: support@signatureconnect.com.au
 Phone: 1300 859 118

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Signature Connect, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

Complaints Handling

If you have a dispute with Signature Connect and wish to make a complaint, please contact