

Critical Information Summary

ATS Business SIP

The ATS Business SIP service provides the ability to make and receive Local, National, Mobile and International telephone calls over an internet connection. This service can be configured on a phone system provided by ATS or any compatible phone system.

Requirements

ATS Business SIP requires a hardwired broadband internet service sufficient to provide 100kbs per simultaneous call. Call quality will depend on speed and congestion of the internet service and performance of the customer network.

Exclusions

ATS Business SIP replaces your existing copper based phone lines for business phone calls, this does not support or replace devices depended on copper phone lines including: fax machines, monitored alarm systems, EFTPOS, dial up or dial in modem services.

ATS Business SIP Information

DESCRIPTION	
Minimum Contract Term	12 Months

Monthly Charges

DESCRIPTION	PRICE EX GST (MONTH)
SIP Channel	\$10.00
Single Number	\$5.00
10 Block	\$21.00
50 Block	\$35.00
100 Number Block	\$45.00
1300 or 1800 Number	\$30.00
13 number	P.O.A.

Per Minute Call Charges

DESCRIPTION	PRICE EX GST (PER MINUTE)
Local Calls	\$0.054
National Calls	\$0.054
Calls to Mobile	\$0.157
International	From \$0.10 Per Minute *
Calls to your 1300/1800/13 on forwarded to your fixed line service	\$0.10
Calls to your 1300/1800/13 on forwarded to your mobile service	\$0.15

* Call Rates are dependent on destination

Per Call Charges

DESCRIPTION	PRICE EX GST (PER CALL)
13/1300 Calls	\$0.30

Termination of Service

In the event you wish to terminate the service, the remainder of the 12 monthly charges will be payable within 30 days of invoice.

ATS Business SIP Technical Support

ATS technical support helpdesk operates **8:30AM-5PM WST +8GMT**. Support can be accessed by phone or email:

+61 8 6500 0000

service@atswa.com

Customer Service

If you are in any way unsatisfied with our service, please email your complaint to service@atswa.com or call +61 8 6500 0000 during our hours of operation.

Further Options

If you are not satisfied the resolution of your complaint and, you may seek further assistance from the Telecommunications Industry Ombudsman by:

Calling: 1800 062 056; or

Emailing: tio@tio.com.au; or

Faxing: 1800 630 614; or

By post to PO Box 276, Colins Street West, VIC 8007