

Information about the service

AINS's Business SIP Line is a voice telephony service that is supplied over your Internet service.

To ensure quality of service, it is preferred that the Internet Service be supplied by AINS. While the Internet service may be supplied by another provider, AINS cannot be responsible for the quality of service, or guarantee that it will work at all, as the Service will be completely dependent on the other provider's internet service quality and network configurations.

Each Business SIP Line will be provided with one in-dial number which will be allocated automatically based on the state of your broadband service or business location. Alternatively, you may wish to port in an existing number from another telephony provider onto your SIP Business Line. If you wish to have two in-dial numbers on the one Business Line, an additional monthly fee will apply.

Full terms and conditions for this Service can be found in the AINS Business SIP Service Description.

Requirements and Availability

This service is only available for business customers with an ABN, ACN or ARBN and must be used predominately for business purposes.

Business SIP Line requires fixed broadband service; whilst delivery over 4G may be possible, AINS does not recommend nor support delivery of Business SIP Line over any public wireless network. Each Business SIP Line requires a minimum of 100kpbs of uncongested upstream and downstream bandwidth.

AINS recommends that the service be used with dedicated, QoS enabled AINS internet service.

Only AINS provided IP handsets (sold or rented) are supported.

Service Features

Caller Line Identification (CLID) presentation will present your line number on outbound calls. The presented line number is the same as the in-dial number associated with your Business SIP Line.

Emergency Calls will not work if there is an interruption to your internet service. That includes dialling emergency number 000. This service is not suitable for people with life threatening medical conditions that require priority assistance.

International Calls are restricted by default for security reasons. However, you may activate calls to certain countries by contacting our service desk.

Price and GST

All prices in the Critical Information Summary is inclusive of 10% Government Service Tax.

Calling Plan Fees and Charges

The following standard fees and charges apply.

Description	Casual	Standard	Value
Monthly Fee	\$5.50 per month	\$17.50 per month	\$27.50 per month
Local and National Calls	Included	Included	Included
Calls to Mobile	16.50c per minute	Included	Included
Calls to 13/1300	33c per minute	33c per minute	Included

Other Fees and Charges:

- Additional in-dial number \$2.75 per month
- Porting Fee of \$55 per number or number range
- Failed Porting Fee of \$275 per number
- Fees for Optional Features apply – refer to the AINS Business SIP Service Description.

Handset Options

The following IP handsets may be purchased or rented from AINS:

Modem/Router	Buy Upfront	Monthly Rental
Softphone Client	\$0	\$0
Yealink T21 POE IP handset	\$88.00	\$9.90
Yealink T40G POE IP handset	\$132.00	\$16.50
Yealink T46S POE IP handset	\$275.00	\$22.00
Yealink T48S POE IP handset	\$385.00	\$27.50

Where IP handsets are provided on a rental basis, your initial invoice will include the rental fees for 4 months in advance. Rental fees will then be invoiced on a monthly basis until cancellation of your service or 24 months of rental fees have been paid (including the 4 months charged in the initial invoice), after which the IP handset will be yours to own. If handsets are returned before 24 months, handsets must be in full working and re-useable condition. Customer is liable for the cost of returning handsets.

Only the IP handset models shown above are supported.

Delivery Fee of \$16.50 applies.

Minimum Term and Activation Fee

Minimum contract terms available are 0, 12 and 24 months. The following Activation Fees apply depending on the contract term selected when signing up to a SIP Business Line.

Charge Type	0 months minimum commitment	12 months minimum commitment	24 months minimum commitment
Activation Fee	\$165.00	\$99.00	\$0.00

Activation Fee is separate to porting fees (if any).

Early Termination Fee

Early Termination Fee applies if the service is cancelled within the minimum term.

The Early Termination Fee payable is the difference between \$165 and what you have initially paid.

If you received a discount for your Business SIP Line, the Early Termination Fee shall include reimbursement from you for all the discounts provided by AINS during the active service period.

The minimum notice for cancellation is 14 days and cancellation must be provided in writing by email to finance@ains.net.au

Payment

Your SIP Business Line Service Fees will be billed in the same monthly invoice containing your NBN Business Broadband and/or other AINS services.

Bundling Discounts

When bundled with an AINS Business NBN Broadband Service, you will receive a discount of \$10 off your Business or Business Plus Call Plan. You may bundle any number of Business SIP Lines with a single Business NBN Broadband Service, but the bundling discount will be available for a maximum of 3 Business or Business Plus Call Plans. Unless otherwise stated, subsequent Business SIP Lines with the Business or Business Plus Call Plan will be charged at the standard undiscounted rate.

The bundling discount is not available for the Casual Call Plan.

Other Information

Customer Service contact details

AINS customer service for support & billing can be contacted on 1300 887 877 or by email to servicedesk@ains.net.au.

Telecommunications Industry Ombudsman

If you are unhappy or dissatisfied with the outcome of your complaint after following above process, you may contact TIO by calling 1800 062 058 or visiting their website www.tio.com.au/making-a-complaint