

VoIP Service Agreement

Date: AGREEMENT made (as of date order is signed)

Between: Customer
Called "the Customer"

And A Corp. Computers Pty. Ltd. – ABN 13 615 113 392
(called "the Supplier")

About the A Corp. Computers VoIP service agreement

1.1 This document is the agreement in which the Customer known as "the Customer" will enter with A Corp. Computers, ("the company") to utilise VoIP services

A Corp. Computers VoIP

2.1 A Corp. Computers VoIP provides comprehensive voice services for business customers. A Corp. Computers is equipped to offer clients a high performance, high quality, low cost PBX solution

Definitions and Interpretation

3.1 In this Service Description:

Agreement means the client Agreement by and between A Corp. Computers and the Customer, together with these service terms

Customer means the entity entering into the Agreement with A Corp. Computers

A Corp. Computers means A Corp. Computers

VoIP means Voice over IP

Terms means these VoIP Terms and Conditions

Call rates and charges

4.1 All charges are made in Australian dollars, with all rates excluding GST. Note that prices don't include on-site, or unspecified remote support

4.2 Call charges are made from initial call answering and ends upon call termination. Charges apply for phone conversation, answering machine, incorrect number, unavailable service announcement and disconnected service

4.3 The Customer is responsible for all freight charges

4.4 A Corp. Computers has the right to conduct a rate review as required, and implement any rate changes immediately

Security and use of service

5.1 The Customer holds full responsibility over their passwords. Should the service become compromised A Corp. Computers reserves the right to suspend or terminate the service if no actions have been taken by the Customer to resolve the issue in a reasonable timeframe

5.2 If the Customer or end-user breaches the company's usage policy, A Corp. Computers has the rightful responsibility to terminate the Customer's service, with no refund to be issued

5.3 A Corp. Computers is not liable for any malicious activity, unlawful distribution of protected information or unprecedented security breaches of the Customer's VoIP service

5.4 The Customer or end-user hold responsibility for all usage charges. It is the Customer's responsibility to ensure all security is up-to-date. A Corp. Computers will advise of security precautions, the Customer must implement these precautions and be ready monitor and ensure any unauthorized use is prevented

5.5 A Corp. Computers is not responsible for the maintenance or upgrading of hardware and client side software unless previously specified

Terms

6.1 A Corp. Computers reserve the right to change this service agreement and terms & conditions at any time

6.2 Should the client cancel their service, all VoIP data will be deleted and will no longer be available to any parties

6.3 The VoIP contract requires a minimum contract term of 1 month with 30 days' notice required for cancellation

6.4 Advance payments are required across all services. Any service adjustments will be shown as outstanding payments. If payments are not made, the service will be terminated if A Corp. Computers is not pre-notified

6.5 The Customer is required to make monthly payments unless otherwise specified and agreed upon by A Corp. Computers and the Partner

6.6 The Customer understands that A Corp. Computers may enlist in other vendors to ensure a complete service is supplied

6.7 A Corp. Computers is not responsible for delivery of service on a specific date. Service instalment dates are guidelines only

6.8 Provisioning of services and equipment can be altered under the rights of A Corp. Computers and will not impact service provisioning to the Customer

6.9 It is the Partner's duty to comply with all reasonable requests and instructions given by A Corp. Computers that are derived from government bodies, emergency services or other figures of authority. These requests may stem for reasons of health, safety and quality of service

6.11 A Corp. Computers makes no guarantee of static IP addresses. These addresses may change and A Corp. Computers holds no responsibility

Service level rebates

7.1 The client is entitled to service level rebates should their service be disturbed, interrupted or unresponsive.

7.1.1 Less than 120 minutes service disruption = no rebate

7.1.2 More than 120 minutes service disruption but less than 240 minutes during a given calendar month = 20% rebate of the monthly service fee

7.1.3 More than 240 minutes service disruption but less than 480 minutes during a given calendar month = 40% rebate of the monthly service fee

7.1.4 More than 480 minutes service disruption but less than 960 minutes during a given calendar month = 60% rebate of the monthly service fee

7.1.5 More than 960 minutes service disruption but less than 1440 minutes during a given calendar month = 80% rebate of the monthly service fee

7.1.6 More than 1440 minutes in a calendar month = 100% rebate of the monthly service fee

7.2 Faults in the service must be reported to A Corp. Computers to allow for appropriate tests to be conducted to identify the issue. The Customer must provide assistance to ensure the identified fault is repaired

Appendices

Appendix 1 – VoIP Bundle Inclusions/Exclusions

If you have ordered a VoIP Bundle, the following inclusions and exclusions apply.

VoIP bundles provided by A Corp. Computers are bound by our standard terms and conditions and are accompanied by a set of inclusions and exclusions.

Call bundles include:

- Unlimited calls to local and national numbers
- Unlimited calls to mobile numbers
- One extension and Direct-in-Dial number per bundle
- Handset – applicable to standard and premium bundles only

Call bundles exclude:

- Calls to 13 and 1300 numbers
- Calls to Premium Services
- Calls to International numbers

Calls to the above services and numbers are charged per our standard call rates, available in Appendix 2.

Appendix 2 – Standard Call Rates

Call rates		
Call Type	Unit Price \$	Unit
Local / National - Untimed	\$ 0.1242	Untimed
Australia - Directory Assistance	\$ 1.0800	Untimed
Australia - International Directory Assist	\$ 1.0800	Untimed
13/1300 (Special Numbers)	\$ 0.3450	Untimed
Mobile	\$ 0.1650	Per Minute

New Zealand	Price per minute
New Zealand	0.0324
New Zealand - Auckland	0.0324
New Zealand - Christchurch	0.0324
New Zealand - Wellington	0.0324
New Zealand - Mobile	0.207
New Zealand - Mobile TNZ	0.207
New Zealand - Mobile Vodafone	0.207
New Zealand - Emergency Operator	0
New Zealand - Toll Free	0
New Zealand - Voicemail	0
New Zealand - Inbound 0508 from Fixed	0.099
New Zealand - Inbound 0508 from Mobile	0.432
New Zealand - Inbound 0800 from Fixed	0.099
New Zealand - Inbound 0800 from Mobile	0.432

Region	
Afghanistan	0.68184
Afghanistan Mobile	0.7137
Albania	0.41238
Albania Mobile	0.58248
Algeria	0.19368
Algeria Mobile	0.9954
American Samoa	0.10584
American Samoa Mobile	0.10584
American Samoa Mobile Bluesky	0.10584
Andorra	0.06858
Andorra Mobile	0.55458
Angola	0.22752
Angola Mobile	0.22824
Anguilla	0.3501
Antarctica	4.18338
Antigua And Barbuda	0.468
Argentina	0.05382
Argentina Mobile	0.28728
Armenia	0.34992
Armenia Mobile	0.59724
Aruba	0.30096
Aruba Mobile	0.6912
Ascension Island	4.16232

Austria	0.04788
Austria Mobile	0.12528
Azerbaijan	0.66024
Azerbaijan Mobile	0.99954
Bahamas	0.26118
Bahrain	0.15048
Bahrain Mobile	0.23274
Bangladesh	0.0936
Bangladesh Mobile	0.08316
Barbados	0.46458
Belarus	1.0287
Belarus Mobile	1.1772
Belgium	0.04932
Belgium Mobile	0.73944
Belize	0.7443
Belize Mobile	0.71676
Benin	0.72198
Benin Mobile	0.7236
Bermuda	0.09846
Bhutan	0.23022
Bolivia	0.45198
Bolivia Mobile	0.50256
Bosnia and Herzegovina	0.3888
Bosnia and Herzegovina Mobile	1.0368
Bosnia and Herzegovina Special Service	0.41706
Botswana	0.1863
Botswana Mobile	0.46116
Brazil	0.06246
Brazil Mobile	0.1332
Brunei	0.06066
Brunei Mobile	0.10134
Bulgaria	0.05688
Bulgaria Mobile	0.1764
Burkina Faso	0.70452
Burkina Faso Mobile	0.95598
Burundi	1.40328
Burundi Mobile	1.422
Cambodia	0.14346
Cambodia Mobile	0.14346
Cameroon	0.39312
Cameroon Mobile	0.711
Canada	0.01152

Canada Northwest Territories	0.2421
Cape Verde	0.53244
Cape Verde Mobile	0.83592
Cayman Islands	0.27234
Central African Republic	1.10358
Central African Republic Mobile	0.97866
Chad	0.8505
Chad Mobile	1.08072
Chile	0.07002
Chile Easter Island	0.10224
Chile Mobile	0.07488
China	0.02682
China Mobile	0.02484
Colombia	0.10386
Colombia Mobile	0.1602
Comoros	0.7938
Comoros Mobile	1.09332
Congo Democratic Republic	0.78336
Congo Democratic Republic Mobile	0.97812
Congo Republic	1.31796
Congo Republic Mobile	1.35378
Cook Islands	2.41668
Costa Rica	0.04536
Costa Rica Mobile	0.1863
Croatia	0.0549
Croatia Mobile	0.31896
Cuba	2.29806
Cyprus	0.02844
Cyprus Mobile	0.13662
Czech Republic	0.0675
Czech Republic Mobile	0.09018
Denmark	0.03114
Denmark Mobile	0.07398
Diego Garcia	3.25278
Djibouti	1.11978
Djibouti Mobile	1.1286
Dominica	0.32994
Dominican Republic	0.07974
East Timor	2.55168
Ecuador	0.3285
Ecuador Mobile	0.64206
Egypt	0.19692

Egypt Mobile	0.17388
El Salvador	0.6264
El Salvador Mobile	0.51174
Equatorial Guinea	0.62262
Equatorial Guinea Mobile	0.62262
Eritrea	0.73926
Estonia	0.06642
Estonia Mobile	1.09494
Ethiopia	0.72504
Ethiopia Mobile	0.70398
Falkland Islands	5.04396
Faroe Islands	0.19656
Fiji	0.6192
Fiji Mobile	0.6192
Fiji Mobile Digicel	0.6192
Finland	0.12528
Finland Mobile	0.12798
France	0.01854
France Mobile	0.07974
France Mobile Globalstar	0.2376
French Guiana	0.05634
French Guiana Mobile	0.17442
French Polynesia	0.5814
French Polynesia Mobile	0.8937
Gabon	1.29492
Gabon Mobile	1.5975
Gambia	1.42092
Gambia Mobile	1.46304
Georgia	0.20124
Georgia Mobile	0.30636
Germany	0.02916
Germany Mobile	0.07524
Ghana	0.6426
Ghana Mobile	0.51192
Gibraltar	0.11304
Gibraltar Mobile	0.61866
Global Satellite BebbiCell 88234	10.4139
Global Satellite Emsat 88213	18.32112
Global Satellite GStar 8818	12.97242
Global Satellite GStar 8819	12.97386
Global Satellite Iridium 8816	14.03838
Global Satellite Iridium 8817	13.61952

Global Satellite MCP 88232	8.85834
Global Satellite Onair 88298	4.67622
Global Satellite Oration 88233	13.40676
Global Satellite Seanet 88242	13.1985
Global Satellite Telenor 88299	16.50474
Global Satellite Thuraya 88216	5.26626
Greece	0.0351
Greece Mobile	0.0666
Greenland	1.68138
Grenada	0.40482
Guadeloupe	0.05832
Guadeloupe Mobile	0.12726
Guam	0.0513
Guatemala	0.4608
Guinea Bissau	1.09098
Guinea Bissau Mobile	1.32534
Guinea Republic	1.3752
Guinea Republic Mobile	1.39914
Guyana	0.74898
Haiti	0.8991
Haiti Mobile	0.93636
Honduras	0.33192
Honduras Mobile	0.41364
Hong Kong	0.04482
Hong Kong Mobile	0.06984
Hungary	0.02574
Hungary Mobile	0.1323
Iceland	0.05814
Iceland Mobile	0.1935
India	0.0414
India Mobile	0.04068
Indonesia	0.14706
Indonesia Mobile	0.18828
Indonesia Mobile Indosat	0.06174
Indonesia Mobile Telkomsel	0.06894
Indonesia Mobile XL	0.05832
Inmarsat B Global 8703	7.91514
Inmarsat B HSD Global 87039	20.84436
Inmarsat BGAN ISDN 87078	16.1676
Inmarsat BGAN Voice 87077	5.25132
Inmarsat GAN Global 87060	18.5364
Inmarsat M Global 8706	4.35456

Inmarsat MiniM Global 87076	4.13046
Iran	0.14202
Iran Mobile	0.1755
Iraq	0.42498
Iraq Mobile	0.69084
Ireland	0.02448
Ireland Mobile	0.13482
Israel	0.02826
Israel Mobile	0.06516
Israel Mobile Palestine	0.56016
Israel Palestine	0.47808
Italy	0.02826
Italy Mobile	0.31896
Ivory Coast	0.68634
Ivory Coast Mobile	1.02384
Jamaica	0.342
Japan	0.08028
Japan Mobile	0.25938
Jordan	0.26172
Jordan Mobile	0.3357
Kazakhstan	0.1278
Kazakhstan Astana	0.0549
Kazakhstan Karaganda	0.0549
Kazakhstan Mobile	0.36972
Kenya	0.37944
Kenya Mobile	0.39312
Kiribati	2.538
Kiribati Mobile	2.538
Korea North	1.2591
Korea South	0.0333
Korea South Mobile	0.06318
Kuwait	0.13626
Kuwait Mobile	0.225
Kyrgyzstan	0.3906
Laos	0.13068
Latvia	0.19152
Latvia Mobile	1.22922
Lebanon	0.27432
Lebanon Mobile	0.5283
Lesotho	0.61632
Lesotho Mobile	0.56772
Liberia	1.26342

Libya	0.69426
Libya Mobile	0.6903
Liechtenstein	0.26748
Liechtenstein Mobile	1.1376
Lithuania	0.05418
Lithuania Mobile	0.07146
Luxembourg	0.0414
Luxembourg Mobile	0.57096
Macau	0.17064
Macedonia	0.36162
Macedonia Mobile	1.20168
Madagascar	2.0097
Madagascar Mobile	2.0205
Malawi	0.35676
Malawi Mobile	0.59724
Malaysia	0.045
Malaysia Mobile	0.06642
Malaysia Mobile Celcom	0.06372
Malaysia Mobile Digi	0.06372
Malaysia Mobile Maxis	0.06372
Maldives	2.52378
Maldives Mobile	2.45142
Mali	0.8118
Mali Mobile	0.95706
Mali Mobile Ikatel	0.72162
Malta	0.03852
Malta Mobile	0.1422
Marshall Islands	0.783
Martinique	0.06012
Martinique Mobile	0.15282
Mauritania	1.33164
Mauritania Mobile	1.36512
Mauritius	0.27702
Mayotte	0.26604
Mayotte Mobile	0.31608
Mexico	0.04734
Mexico Mobile	0.1278
Micronesia	0.64818
Moldova	0.53784
Moldova Mobile	0.7308
Monaco	0.19314
Monaco Mobile	1.0854

Monaco Mobile Kosovo	1.1331
Monaco Mobile Liberia	1.09188
Mongolia	0.10026
Mongolia Mobile	0.10134
Montenegro	0.41616
Montenegro Mobile	1.16946
Montserrat	0.58392
Morocco	0.05976
Morocco Mobile	1.1376
Mozambique	0.189
Mozambique Mobile	0.55134
Myanmar	0.74556
Myanmar Mobile	0.7551
Namibia	0.14166
Namibia Mobile	0.29736
Nauru Mobile	2.88936
Nepal	0.34956
Nepal Mobile	0.35424
Netherlands	0.03852
Netherlands Antilles	0.36504
Netherlands Mobile	0.1395
New Caledonia	0.55638
New Caledonia Mobile	0.55458
Nicaragua	0.5049
Niger	0.77472
Niger Mobile	0.77472
Nigeria	0.1827
Nigeria Mobile	0.16056
Niue	3.23802
Norfolk Island	3.68136
Norfolk Island Mobile	3.69612
Northern Mariana Islands	0.08856
Norway	0.03618
Norway Mobile	0.12798
Norway Special Services	0.27504
Oman	0.32544
Oman Mobile	0.75924
Pakistan	0.3474
Pakistan Mobile	0.3456
Palau	0.76662
Palestine	0.4842
Palestine Mobile	0.55602

Panama	0.0999
Panama Mobile	0.41166
Papua New Guinea	1.3644
Papua New Guinea Mobile	1.36656
Papua New Guinea Mobile Digicel	2.02554
Paraguay	0.10926
Paraguay Mobile	0.17478
Peru	0.04356
Peru Mobile	0.2493
Philippines	0.33822
Philippines Mobile	0.45936
Philippines Mobile Globe	0.39078
Philippines Mobile Smart	0.45828
Poland	0.03906
Poland Mobile	0.59724
Portugal	0.02628
Portugal Mobile	0.07254
Puerto Rico	0.0252
Qatar	0.45846
Qatar Mobile	0.55152
Reunion	0.21456
Reunion Mobile	0.15426
Romania	0.0495
Romania Mobile	0.17208
Russia	0.21258
Russia Mobile	0.14346
Rwanda	0.91584
Rwanda Mobile	0.90468
Saint Helena	4.82436
Saint Kitts and Nevis	0.61974
Saint Lucia	0.42156
Saint Pierre and Miquelon	0.76536
Saint Pierre and Miquelon Mobile	1.10376
Saint Vincent Grenadines	0.45738
Samoa	1.65438
Samoa Mobile	1.65636
Samoa Mobile Digicel	1.74996
San Marino	0.14256
Sao Tome and Principe	2.37312
Saudi Arabia	0.27432
Saudi Arabia Mobile	0.38178
Senegal	0.93042

Senegal Mobile	1.4895
Serbia	0.3942
Serbia Mobile	1.1547
Seychelles	1.4778
Seychelles Mobile	1.45044
Sierra Leone	1.3734
Sierra Leone Mobile	1.39428
Singapore	0.0306
Singapore Mobile	0.03024
Sint Maarten	0.26514
Slovakia	0.04536
Slovakia Mobile	0.22734
Slovenia	0.05076
Slovenia Mobile	0.19908
Slovenia Mobile Ipkonet	1.15812
Solomon Islands	2.9457
Solomon Islands Mobile BeMobile	2.89638
Solomon Islands Mobile Smile	2.89242
Solomon Islands Mobile Soltel	2.83104
Somalia	1.37808
Somalia Mobile	1.29276
South Africa	0.06984
South Africa Mobile	0.22014
Spain	0.0333
Spain Mobile	0.06372
Sri Lanka	0.38718
Sri Lanka Mobile	0.35892
Sudan	0.36072
Sudan Mobile	0.43722
Sudan South	0.75852
Sudan South Mobile	0.71334
Suriname	0.47394
Swaziland	0.14634
Swaziland Mobile	0.54162
Sweden	0.02196
Sweden Mobile	0.06516
Switzerland	0.04536
Switzerland Mobile	0.51192
Switzerland Mobile Paging	1.03752
Syria	0.31284
Syria Mobile	0.47808
Taiwan	0.04248

Taiwan Mobile	0.31806
Taiwan Taipei	0.04158
Tajikistan	0.46656
Tanzania	0.8703
Tanzania Mobile	0.7794
Thailand	0.0387
Thailand Mobile	0.03672
Togo	1.06092
Togo Mobile	1.04814
Tokelau	2.9925
Tonga	1.17234
Tonga Mobile	1.21356
Tonga Mobile Digicel	1.21356
Trinidad and Tobago	0.2097
Tunisia	1.31886
Tunisia Mobile	1.13004
Turkey	0.11556
Turkey Mobile	0.43236
Turkmenistan	0.3312
Turks and Caicos Islands	0.37044
Tuvalu	2.63484
Uganda	0.9549
Uganda Mobile	0.97992
Ukraine	0.33588
Ukraine Mobile	0.61326
United Arab Emirates	0.48762
United Arab Emirates Mobile	0.49896
United Kingdom	0.02142
United Kingdom Mobile	0.64062
United Kingdom Personal Numbers	0.83682
United Kingdom Special Services	0.82476
United States	0.0243
United States Alaska	0.09504
United States Hawaii	0.03312
United States Special	0.01764
Uruguay	0.1602
Uruguay Mobile	0.48636
Uzbekistan	0.11322
Uzbekistan Mobile	0.1728
Vanuatu	1.57374
Vanuatu Mobile	1.57374
Vanuatu Mobile Digicel	1.584

Venezuela	0.02106
Venezuela Mobile	0.09306
Vietnam	0.18324
Vietnam Mobile	0.17838
Vietnam Special Services	0.18864
Virgin Islands British	0.39312
Virgin Islands US	0.05094
Wallis And Futuna Islands	1.35414
Yemen	0.45486
Yemen Mobile	0.46134
Zambia	0.18774
Zambia Mobile	0.34902
Zimbabwe	0.28332
Zimbabwe Mobile Econet	1.24038
Zimbabwe Mobile Netone	0.58788
Zimbabwe Mobile Telecel	1.13058