



PAYG VoIP Plans

SPROUTTEL's 3CX VoIP Only Plan delivers a voice only solution which is delivered via your internet service.

You will be required to have appropriate hardware in either endpoints (IP Phones) or a SIP enabled PBX in order to use this service.

Service Availability

In some cases, due to unforeseen circumstances we are unable to provide services at your location. Please contact our business sales team on 1300 1 TELCO (83520) regarding availability at your location.

Early Termination Fees

Early termination of contract will result in cancellation fees totaling the sum of the remaining contract period.

Minimum Contract Term

Month to Month

SPROUTTEL's Business Service Activation Charge

There is ***NO*** standard activation fee for the SPROUTTEL VoIP only products.

Upgrade Fees

Should you wish to upgrade your plan during your contract period, an administration fee of **\$25.00** will be applied to the next payable invoice. This applies to upgrading within the same plan class as well as being applicable when upgrading to other compatible offers by SPROUTTEL

Extras	Fee
SINGLE DID	\$2 /MONTH
5 DIDS (SEQUENTIAL)	\$7.5 /MONTH
10 DIDS (SEQUENTIAL)	\$15 /MONTH
100 DID BLOCK (SEQUENTIAL)	\$75 /MONTH

	Local Calls	National Calls	Mobile Calls	13/1300 Calls
Call Rate	10¢ /CALL	10¢ /CALL	15¢ /MINUTE	30¢ /CALL
Flag Fall	0¢ /CALL	0¢ /CALL	10¢ /CALL	0¢ /CALL

PAYG1 (trial)	PAYG2	PAYG4	PAYG5	PAYG10
1 CHANNEL	2 CHANNELS	4 CHANNELS	5 CHANNELS	10 CHANNELS
1 DID INCLUDED	1 DID INCLUDED	1 DID INCLUDED	10 DID INCLUDED	5 DID INCLUDED
\$0 /MTH	\$14 /MTH	\$23 /MTH	\$30 /MTH	\$55 /MTH



Billing Information

Credit Card Surcharge

A credit card surcharge of 0.5% will apply per month for all credit card payments. If you wish to avoid this charge, please select the Direct Debit option.

Plan Changes

All SPROUTTEL (VoIP) Business Voice Call Service plans are contracted as per the minimum contract term stipulated in this document. If you are an existing SPROUTTEL customer and wants to change over to one of the new plans, please contact sales@SPROUTTEL.com or call **1300 1 TELCO (83520)**.

Billing Cycle

On the same day, each month, we'll bill you in advance the minimum monthly charge, as well as for any extra use during the past month. Important information about your first bill Your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period. This means your first bill will include your minimum monthly charge in advance and part of your minimum monthly charge based on the number of days left in the billing period. You'll receive a full month's data allowance.

Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens

Additional Information

SPROUTTEL Customer Contacts

When contacting SPROUTTEL for assistance, there are several options to facilitate your enquiry

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact SPROUTTEL's complaint resolution team at complaints@SPROUTTEL.com or call **1300 225 465**

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 1 TELCO (83520)**. For full contact information visit www.tio.com.au/about-us/contact-us

Customer Service Details

Contact our Small Business Sales Team on sales@SPROUTTEL.com or call **1300 1 TELCO (38520), option 2**.

Portability Fees

Should you wish to bring your number with you from your existing provider, porting fee's will be applicable.

LOCAL NUMBER PORTABILITY SERVICES		FEE
CATEGORY A	SINGLE PSTN WITHOUT COMPLEX SERVICES	\$ 15.00
CATEGORY C: COMPLEX PORT	1 TO 100 NUMBER RANGE	\$ 250.00
CATEGORY C PORT REJECTION	PER REJECTION / PER RESUBMISSION	\$ 150.00
PORT REVERSAL	EMERGENCY REVERSAL OF SERVICE PORT	UP TO \$4,500.00

Hardware/PBX

Hardware and PBX equipment required to use this service are not included in the pricing quoted and is to be purchased separately to the included voice services. Should you need assistance in choosing the right hardware or PBX for your business, contact our sales team at sales@SproutTel.com.