

# iPrimus VoIP Service Schedule

## 1. This document

- 1.1. Is a service schedule to the iPrimus Standard Form of Agreement (SFOA).
- 1.2. Applies to contracts with Customers made on and after 9 November 2023.

## 2. Supply of VoIP Services

- 2.1. We supply VoIP Services to you under your Contract, which consists of your Welcome Email, the Core Terms; the CIS relevant to your Service and this Service Schedule which contains terms relevant to your VoIP Service.

## 3. VoIP Service

- 3.1. Your VoIP Service provides you with:
  - (a) a telephone number;
  - (b) Features specified by iPrimus or selected by you;
  - (c) ability to make and receive Local Calls, National Long Distance Calls, Calls to Mobiles, or International Calls if this is included in your Service.

## 4. Charges (inclusive of GST unless stated otherwise)

- 4.1. The Charges for the VoIP Service are, unless otherwise agreed, specified in your Service Contract and in the CIS.

## 5. General conditions

- 5.1. Voice over IP (VoIP) uses your internet connection to pass the voice traffic to conventional phone lines.
- 5.2. Whilst we will make all reasonable efforts to ensure continuity of the VoIP Service, we make no guarantee that the VoIP Service will be either uninterrupted or fault-free.
- 5.3. You acknowledge that certain factors, such as network congestion, maintenance, technical capabilities, geographic factors, obstructions, or interference, may mean that you will not receive the VoIP Service at certain times or that the Service quality may be affected.
- 5.4. You acknowledge that some telecommunications devices and/or software, including monitored medical alarms, fire, or security alarms, may not be compatible with the VoIP Service.
- 5.5. You are responsible for ensuring that your VoIP Service is working correctly. The VoIP Service will not operate if your internet connection is not working, is set up incorrectly, or if there is a power failure. If any of these events occurs, telephone calls cannot be made using the VoIP Service, including calls to 000.
- 5.6. You cannot make calls to Premium Service Numbers such as 1900 numbers from VoIP.
- 5.7. The maximum call duration for a VoIP call is 4 hours. If a single call reaches 4 hours duration, the call will be disconnected.
- 5.8. Calls are billed in 1-minute increments. All calls will be rounded up to the next cent. No connection fees apply. Call value, time, and count inclusions (where applicable) are applied on a monthly basis and must be used within the billing month and cannot be rolled over.

5.9. Priority assistance is not offered by iPrimus on the VoIP Service.

5.10. Operator assisted services and directory assistance are not guaranteed.

5.11. If you migrate from a copper network to a network, neither us or our suppliers will be required to reinstall the copper communications wire to your Premises.

5.12. If we detect excessive or unusual use of your service, we reserve the right to suspend or terminate your service. Excessive or unusual use means where there is a high volume of usage outside of normal usage patterns or other usage which suggests irregular network access. You may monitor the use of your Services on your iPrimus account.

## **6. Access to emergency services**

6.1. VoIP supports access to 000 or other similar emergency service telephone Numbers.

6.2. If your internet connection is not working or is set up incorrectly, any end user at your Premises will not be able to receive or make any telephone calls (including calls to 000 emergency services) for the duration of any power interruption or outage.

6.3. If you have an outbound only service, location information will not be provided or alternatively, if you are using your VoIP Service from a location other than the location provided to us, the location can be incorrect when you call emergency services. You acknowledge that you will need to confirm your location with the emergency services operator.

## **7. Telephone numbers and pins**

7.1. Unless specified otherwise in your Plan, you will be assigned or can port one telephone number per VoIP Service.

7.2. We must comply with the Telecommunications Numbering Plan. You must not do anything that would be inconsistent with the Telecommunications Numbering Plan or that would adversely affect our ability to comply.

7.3. You do not own or have any legal interest or goodwill in any telephone number or personal identification number ('PIN') issued to you. You are entitled to continue to use any telephone number we issue to you, except in circumstances where the Telecommunications Numbering Plan allows us to recover the number from you.

7.4. You can transfer a telephone number or PIN to another person if you get our consent first.

7.5. If your Service is associated with a PIN, we can change the telephone number that is connected to that Service after informing you of the change.

## **8. Porting your telephone number to us**

8.1. If you wish to port your existing telephone number, you acknowledge that:

(a) You are authorised to request the porting of the telephone number to us;

(b) By porting the telephone number to us, any Services or value-added Services associated with that telephone number may or may not be disconnected from your

previous service provider, and may result in finalisation of the account for that service which may include early termination fees;

- (c) For the purposes of porting your telephone number, call and message routing, fault management and fraud prevention, you permit us to disclose relevant details set out above to other service providers;
- (d) Porting may be unsuccessful if you fail to provide full and accurate details to us, or if you cancel your telephone service with your previous service provider before the port cutover date;
- (e) A porting request may also be rejected for other reasons as stated in the LNP Industry Code;
- (f) If you relocate your VoIP Service outside of a serviced area, or geographical location, the telephone number provided for your Service may not be able to be transferred to your new service location. We may not be able to provide you with the same service and you may incur new connection charges at the new location;
- (g) If you or your previous service provider requests a port withdrawal or reversal, we are not responsible for any period of outage;
- (h) If another service provider charges us for a service it provided to you before the porting of your telephone number to us, we will advise you accordingly and you must pay the other service provider that amount. If you dispute the amount claimed, you must notify us and your previous service provider in writing;
- (i) We will not accept any liability for any amounts owing by you to another service provider for Services associated with the telephone number prior to the date on which we port your telephone number to us;
- (j) You hereby authorise us to take all reasonable steps necessary to port your telephone number.

## 9. Features

9.1. Available Features, depending on the Service, may (as specified by us or agreed with you) include the following.

- (a) **Call Control** allows you to turn a pre-set Barring option on or off.
- (b) **Call Forward** allows you to have calls automatically forwarded to another number. The forwarded call counts as a separate outgoing phone call. There are 3 alternatives:
  - i. **Call Forward Busy** forwards calls if your phone is busy.
  - ii. **Call Forward Immediate** forwards all incoming calls.
  - iii. **Call Forward No Answer** forwards calls which are not answered within a predetermined time. There are call charges on forwarded calls.
- (c) **Call Return** is a Feature that allows you to view the number of the last caller (unless the caller had blocked CLI) and dial it back.
- (d) **External Calling Line ID Delivery** is information about the telephone service that

makes a call, including its telephone number.

- (e) **Line ID Blocking** is a Feature that blocks display of your number to the person being called.
- (f) To obtain Line ID Blocking, contact iPrimus. If you do not block your number, the person you are calling will see it.
- (g) Even if you have Number Blocking, your number will be displayed in the following circumstances:
  - i. calls to 000 and other Emergency Services;
  - ii. internet service providers and other carriers and carriage service providers for purposes of call management, fraud deterrence and billing.
- (h) Our VoIP Service does not support any of the following:
  - i. ring detection in Customer Equipment where the total Ringer Equivalence Number (REN) on a line is greater than 3;
  - ii. end to end signalling via earth, line conductors, Cailho or phantom circuits;
  - iii. data modems and facsimiles working at data signalling rates greater than 2400 bit/s;
  - iv. data modems and facsimiles not conforming to ITU-T recommendations V.18, V.21, V.27 or V.34; or
  - v. 2 or more telephones or equivalent apparatus in the off-hook condition at the same time.

## 5. Definitions

5.1. The definitions and rules of interpretation in the Core Terms apply to this Service Schedule, in addition to the following;

**Calls to Mobiles** means calls to Australian mobile phones (being a cellular mobile phone service provided in Australia).

**Features** means those Services or attributes of Services which are identified by us as Features and offered by us, now or in the future.

**International Call** means a voice call from Australia to a place outside Australia or to a mobile phone provided outside Australia.

**Local Call** means a voice telephone call in a local charge area to another service in that same local charge area (or in some cases in an adjacent charge area) (excluding calls to 13 or 1300 and other special numbers);

**National Long Distance Call** means a telephone call which originates in Australia and terminates at a voice service in Australia, but is not a Local Call.

**Premium Service Numbers** is a telephone call for content services to a premium service numbers, usually starting with a 188.., 19.. or 190.. prefix or an international access code.

**Voice over Internet Protocol (VoIP) Service** means a service that provides voice telephony to your Premises over a single internet connection.