

Screwloose SIP

Critical Information Summary



Screwloose IT

1. INFORMATION ABOUT THE SERVICE

Screwloose 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 Screwloose. The Internet service may be supplied by another provider, but Screwloose 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 can be provided with a Maximum of one in-dial number which will be allocated upon request 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 additional in-dial numbers, this can be provided for a monthly fee of \$5+ GST for each additional in-dial number

The service is available on a month to month term and requires 30 days' notice to cancel.

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

Business SIP is supported for use with Fanvil, Yealink or Flying Voice IP Handsets and Yeastar MyPBX & Yeastar ATA/IAD products. The Business SIP service can be used on any IP Based system, but Screwloose cannot be responsible for the quality of service, or guarantee that it will work at all on systems other than Yeastar PBX, Yeastar ATA/IAD and Fanvil, Yealink or Flying Voice IP Handsets.

The service setup does not include the provision, maintenance, redirection or configuration of building cabling. If an installation technician is required to provision the service, they are only able to install and test the service. Requests for any work over and above the installation and testing of the service will incur additional charges and can be provided and quoted as required.

The service is provided subject to our Standard Terms and Conditions as found on www.screwlooseit.com.au/legal. This document forms part of our Standard Terms and Conditions.

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

2. INFORMATION ABOUT PRICING

Pricing for this service is shown below. All pricing is ex GST

Description	Screwloose SIP
Monthly Charge	\$50
Local & National Calls (Per call)	INCLUDED
Calls to Mobiles (Per Minute)	INCLUDED
Calls to 13/1300 (Per Call)	INCLUDED
Hosted PBX	INCLUDED
Handsets Included	NO

Other fees and Charges

- Additional in-dial numbers \$5 per month
- Porting Fees apply as per Porting Schedule on our Porting Authority Form

3. INFORMATION ABOUT SUPPORT

Faults can be reported 24x7 via email to support@screwlooseit.com.au

Faults can be reported during business hours by calling 1300 245 575

Targets for fault restoration are as set out below. ***The times are indicative only and Screwloose does not provide any guarantee or commitment that these timeframes will be met.***

FAULT HANDLING TARGETS:

Fault Category	Acknowledge Time	Repair Time
End user	2 Business Hours	1 Clear Business Day when reported before 11.00am
Screwloose Network	2 Business Hours	80% within 8 hours 95% within 24 hours
Screwloose IT Systems	2 Business Hours	85% within 24 hours 99% within 7 days
Upstream Carrier Faults	2 Business Hours	3 to 7 Business Days

Business hours are deemed to be 9am to 5pm Monday to Friday AEST

Appointments are booked when a technician is required to investigate inside a premise and suitable access is required.

A fee for service of \$180 + GST may be applied on an appointment where the result of the investigation is concluded as no fault found, or the cause of the fault is not attributable to the Screwloose network (e.g. modem switched off).

A fee of \$180 + GST may also be applied if the technician is unable to access the customer site.



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1300 245 575

support@screwlooseit.com.au

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