



# **Standard Form of Agreement**

Service Description (VOIP and SIP Trunking)

Revised 14-Mar-2016

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# 1 The Agreement

## 1.1 The Parties

1.1.1 ZettaNet Pty Ltd ABN 48 066 394 509 (hereinafter referred to as "ZettaNet", "us", "our") and the Customer (being an entity subscribing to ZettaNet for the provision of Internet services) agree that by accessing our services, you (hereinafter referred to as "The Customer", "you" and "your") accept, without limitation or qualification, the terms and conditions contained within the Standard Form of Agreement.

## 1.2 What is a Service Description?

1.2.1 The ZettaNet Service Description defines the services offered and specific terms and conditions for each of these Services. This document forms part of our Standard Form of Agreement (SOFA). The SOFA comprises:

- a) General Terms and Conditions
- b) Service Descriptions
- c) Pricing Schedule

# 2 Service Description

## 2.1 What is VOIP?

2.1.1 Voice Over IP (VOIP) is a technology that allows you make and receive phone calls over your broadband internet. ZettaNet's VOIP service is referred to as VOIP and or SIP Trunking.

2.1.2 This service is not related to our ZettaNet Phone service. ZettaNet Phone refers to telecommunications over the traditional telephone line.

## 2.2 CPE Installation and Equipment Supply

2.2.1 We may provide CPE (Customer Premises Equipment) in the form of a VOIP modem or router. ZettaNet may pre-configure a supplied device with your connection information.

2.2.2 We will not be liable for issues as a result of us supplying this equipment to you. ZettaNet will provide reasonable phone support to enable you to install and connect to Highway 1 using this device.

2.2.3 Where you have supplied your own CPE ZettaNet is not obliged to supply support for the configuration of this equipment. ZettaNet will provide the generic network settings to you in order for you to configure the appropriate CPE.

2.2.4 You may choose to have a ZettaNet technician provide onsite support to install and configure your CPE. This will be charged at an hourly rate in addition to your setup and monthly fees

2.2.5 We will supply you with one Direct Indial (DID) Number.

## 2.3 Call Quality

2.3.1 We recommend that you use a broadband service with a speed of 512kbps or above. Even then, the quality of the call can be impacted if someone is transferring large files while you are on a call. We cannot guarantee the quality of calls.

## 2.4 Emergency Calls

2.4.1 You acknowledge and understand that the VOIP service may not support emergency calls. Therefore, ZettaNet does not recommend disconnection of primary phone service, which provides access to emergency calls.

## 2.5 Monthly Use

2.5.1 Your monthly use is measured in calls and call duration.

## 2.6 Payment

2.6.1 Payment for the VOIP service may be paid for:

2.6.2 In arrears for the previous month's usage using a direct debit facility.

2.6.3 In advance by supplying a credit card to purchase pre-paid credit. You will not be able to make outbound calls when your credit reaches a zero value.

2.6.4 Payment is only available via credit card or direct debit.

## 2.7 Target Service Level

99.97% (Business), 99.7% (Consumer)

## 2.8 Call Response Target

4hrs (Business), 1 Business Day (Consumer)

## 2.9 Restoration Target

8hrs (Business), 1 Business day (Consumer)

## 2.10 Service Level Rebates

2.10.1 This service is not eligible for service rebates.

## 2.11 Contract Term

2.11.1 Services without amortised hardware carry no minimum contract terms.

2.11.2 Cloud PBX or Hosted PBX plans with included hardware are to be paid over a fixed 24 month contract period.

2.11.3 If you decide to cancel your service within the contract term, you will be liable to a Contract Break Fee equating to the balance of hardware and setup costs.

## 2.12 Contract Break Fee

2.12.1 If you end your Cloud PBX or Hosted PBX contract early, you will be required to pay back the costs reasonably incurred by ZettaNet by you leaving the contract, you don't have to pay out remaining monthly fees.

Handset	0-6 Months	7-12 Months	13-19 Months	20-24 Months
Polycom VVX 400	\$314.19	\$232.23	\$150.26	\$50.42
Polycom VVX 410	\$355.32	\$262.63	\$169.93	\$59.36
Polycom VVX 500	\$439.30	\$324.70	\$210.10	\$68.30
Polycom VVX 600	\$542.58	\$401.03	\$259.49	\$77.24
Cisco SPA504G	\$264.72	\$195.67	\$126.61	\$95.50
Cisco SPA514G	\$299.14	\$221.11	\$143.07	\$117.95
Cisco SPA525G2	\$466.66	\$344.92	\$223.19	\$57.55