

Critical Information Summary

Cadiz³ Business SIP



Service Description

Business SIP is a Voice Over IP (VoIP) telephony solution used to connect on-premise business systems and cloud-based business systems including 3CX and Microsoft Teams for inbound and outbound calling.

Key Features include:

- Automatic Failover
- Number Porting
- 1300/1800 Support
- Compatible with a wide variety of SIP endpoints and PBX systems
- Seamless Integration

Availability

The service is available to business customers with a current Australian Business Number (ABN) and requires Internet access with a minimum of 100Kbps symmetric available bandwidth for each active call.

Important to Note

This service is not suitable for people with life threatening medical conditions that require priority or emergency assistance. This feature will not work if there is an interruption to your internet connection and/or power.

Number and Porting Charges

To obtain a number supplied by Cadiz³, you will be charged a once off fee. This fee will apply to each number purchased.

If you wish to transfer or switch any existing telephone numbers to Cadiz³ from your current provider, a port request will be required and applicable charges will apply.

Minimum Term

Services are available on 12-month minimum contract terms. At the end of the contract period, the service will remain active on a month-to-month basis. See Minimum Total Cost applicable to each plan in the plans and charges table.

Activation Fee

Activation is included at no charge on a 36-Month Contract Term only. See plans and charges table for other Contract Term charges.

Cancellation / Early Termination Charges

Terminating a Business SIP service within the contract term will incur an Early Termination Fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract, plus any calls made and not yet billed.

Manage Your Account and Plan

You can manage your account, monitor your VoIP Call usage, change your plan, pay your bill or log a support ticket using Cadiz³'s customer service portal <https://ember.cadiz3.com.au>.

Billing

Services are billed in advance and are non-refundable. Your first Invoice will include a pro-rata rental amount for the partial month of when the service activated until the end of that billing cycle, and the following month's rental amount. Any applicable call charges are billed in arrears. You will receive your monthly Invoice on or around the 20th of each calendar month.

Failing to pay your Invoice by the due date may result in your service being restricted.

Acceptable Use

The service is subject to our Acceptable Use Policy at <https://www.cadiz3.com.au/policy>.

The service must not be used in a way that is unreasonable, in a fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. If you breach the Acceptable Use Policy, we reserve the right to restrict, suspend or terminate your service without notice.

Pricing

Please call our Sales Team for any pricing not listed.

This CIS is a summary only. Please visit our website <https://www.cadiz3.com.au> for full Terms and Conditions

Customer Service

We are committed to providing exceptional customer service and we are here to assist you. If you have any questions or comments, please contact us via the portal, by calling 1300 933 217, or by emailing customerservice@cadiz3.com.au.

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Business SIP – Plans and Charges

Item	Business SIP Channel (Excluding all Calls)	Business SIP Channel (Including Local, National, and Mobile Calls only)
Minimum Monthly Charge Per Channel	\$11.00	\$50.00
Once-off Activation Fee (12-Month Term)	\$299.00	\$299.00
Once-off Activation Fee (24-Month Term)	\$99.00	\$99.00
Minimum Term	12-Months	12-Months
Minimum Total Cost	\$132.00	\$600.00

All prices listed include GST

Business SIP – Call Rates (Australian Destination)

Local	National	Mobile	13/ Misc.	Minimum Call Charge
\$0.10/minute	\$0.10/minute	\$0.25/minute	\$0.33/minute	\$0.05

All prices listed include GST

Business SIP – Other Charges

Item	Charge
AU Single Number	\$1.20/number
NZ Single Number	\$5.50/number
AU Single Mobile Number	\$5.50/number
AU 100 Number Range	\$40.00/batch
Porting Simple (CAT-A Single Number)	\$16.50/number
Porting Complex (CAT-C Number Range/Associated)	\$324.50/batch

All prices listed include GST

Complaints

Our team is dedicated to helping you find solutions and addressing any issues you may have. Whether you need help with a product or service, or have any other questions, we encourage you to first contact us on 1300 933 217 so we can try to

work towards a resolution.

If you are not satisfied with the outcome, you may wish to contact the Telecommunications Industry Ombudsman on 1800 062 058 or www.tio.com.au/making-a-complaint.