

**VOCALTONE NETWORKS AUSTRALIA PTY. LTD ABN 12 115 878 441
DIGITAL TELEPHONE SERVICE SCHEDULE**

This document:

- Is a Service Schedule to a standard form of agreement (“SFOA”) under section 479 Telecommunications Act 1997;
- Applies to contracts with Customers made on and after 01 March 2006;
- Does not apply if and to the extent otherwise agreed between Vocaltone and a Customer.

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10. CUSTOMER SERVICE GUARANTEE

1. SUPPLY OF DIGITAL TELEPHONE SERVICE

We will supply Digital telephone service to you under the applicable Plan and your Application and on the terms set out in this Standard Form of Agreement, which comprises this Service Schedule and the Core Terms.

2. DEFINITIONS (IN ADDITION TO THOSE IN THE CORE TERMS)

- 2.1 “ATA” means a device called an Analogue Telephone Adapter or a Digital Telephone Box, which you will need to acquire from Us in order to obtain Digital telephone service.
- 2.2 “Basic Telephone Service” means a conventional, fixed line telephony service of the kind commonly used in Australia.
- 2.3 “Broadband” means, in this Service Schedule, a DSL or cable Broadband Internet service meeting our specifications from time to time.
- 2.4 “Call Forwarding” is a Feature that allows you to have incoming calls automatically forwarded to another number. The forwarded call counts as a separate outgoing phone call and you will be charged for it as if you had dialed it yourself.
- 2.5 “Calls to Mobiles” means calls to an Australian mobile phone (being a cellular mobile phone service provided in Australia).
- 2.6 “Caller ID Block” is a Feature that prevents Digital telephone service from sending CLI on a particular call, if you dial an override number before the called number for each call you want to block.
- 2.7 “Call Return” is a Feature that lets you view the number of the last caller (unless they had blocked CLI from their telephone) and dial it back.
- 2.8 “Call Waiting” is a Feature that can be used when you are already on a telephone call. A tone will alert you to another incoming call, and you can put the first call on hold, take the second call, and later return to the first call.

- 2.9 “Calling Line Identification” or “CLI” is information about the telephone service that makes a call, including its telephone number.
- 2.10 “Calling Number Display” or “CND” is a Feature that lets you see the telephone number of an incoming caller.
- 2.11 “Core Terms” means that part of this Service Contract with the heading “Core Terms”.
- 2.12 “Features” means those Services or attributes of Services which are identified by us as Features and offered by Us, now or in the future.
- 2.13 “Intercapital Call” call is a long distance call between any two of the following Charge Districts and Zones: Melbourne, Sydney, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.
- 2.14 “International Call” means a voice call from Australia to a place outside Australia or to a mobile phone provided outside Australia.
- 2.15 “Last Number Redial” is a Feature that lets you quickly redial the most recently dialed number on a handset.
- 2.16 “Local Call” means a voice telephone call from a Nominated Site to a fixed line service in the same local charge area (or in some cases in an adjacent charge area) as the Nominated Site (excluding calls to 13 or 1300 and other special numbers);
- 2.17 “National Long Distance Call” means a voice telephone call which originates from a Nominated Site in Australia and terminates at a fixed line voice service in Australia, but is not a Local Call.
- 2.18 “Nominated Site” means the Site at which we have agreed to provide your Digital telephone service.
- 2.19 “Preselection” means the process by which a customer may (either in respect of individual calls, call types or other pre selectable services) while maintaining service with one provider, designate another as the provider of designated calls, call types or other services.
- 2.20 “Premium Service Call” is a telephone call to a content service such as content related to sex, weather services, competition entries, opinion polls and school results. Premium service numbers usually start with a 188., 19.. or 190.. prefix or an international access code.
- 2.21 “Digital telephone service” provided by us is a telephone service, supplied to either Residential Customers or Corporate Customers, carrying voice as IP data traffic over a separately supplied Broadband service (but not telephony or other services of a type, which, by reason of the type of technology involved or otherwise, We specifically exclude). We may in the future amend the definition of Digital telephone service to include specified Services or Features, which by reason of their technology or otherwise, would not otherwise have been included.

3. DIGITAL TELEPHONE SERVICE

your Digital telephone service provides you with:

- 3.1 a telephone number;
- 3.2 Features specified by us or selected by you;
- 3.3 ability to make and receive, on Equipment approved by us, local calls, national long distance calls, calls to mobiles, international calls (or as otherwise agreed).

4. CHARGES (ALL INCLUDE GST UNLESS STATED) & BILLING

- 4.1 The Charges for Digital telephone service (whether you are a Residential Customer or a Corporate Customer) are, unless otherwise agreed, specified in your Plan and in this Service Contract.
- 4.2 If you have existing billing and payment arrangements with Us for other services, your Digital telephone service will be billed and paid as part of them.

- 4.3 If Digital telephone service is your first, or only, Service from us, you must provide us with a standing credit card arrangement for direct debiting fees and charges (unless We specify another payment method).
- 4.4 Equipment Charges are billed when you order Digital telephone service.
- 4.5 If you want to keep the same telephone number, we may have to port it from your existing service provider. This may cause additional one time fee of 60\$. If you cancel our service and want to re-port your number to the new provider may not always be possible.
- 4.6 Monthly Charges are billed in advance.
- 4.7 Your monthly Charges commence on the earlier of:
 - 4.6.1 10 days after We dispatch your ATA; or
 - 4.6.2 when you first use Digital telephone service. you must tell us if your ATA has not arrived within 7 days after you order Digital telephone service.
- 4.8 Usage Charges are billed in arrears.
- 4.9 Some Digital telephone service calls will be free of call charges. Others will be charged. Current charges are on our website <http://www.vocaltone.com.au>.
- 4.10 Some numbers cannot be called using Digital telephone service, and are barred for fraud prevention and other reasons. A current list of available/bared numbers can be obtained by calling us.
- 4.11 If a number cannot be called successfully, you must check that it is not a barred number before seeking assistance from us.
- 4.12 Charges continue to apply until the end of the month in which your cancellation notice takes effect. After that, we may bill you for Digital telephone service usage in the last month.
- 4.13 Where we send an invoice, we may email it to the last address you advised us of.

5. TO USE DIGITAL TELEPHONE SERVICE, YOU ALSO REQUIRE A BROADBAND SERVICE

- 5.1 Digital telephone service is a service that operates over a separately supplied Broadband service. It does not include a Broadband service.
- 5.2 You are responsible for arranging and maintaining a Broadband service suitable for Digital telephone service, through another Broadband service provider of your choice.
- 5.3 Your Broadband charges are separate to your Digital telephone service charges, whether you acquire a Broadband service from us or another Broadband service provider.

6. AVAILABILITY & USAGE

- 6.1 Digital telephone service is generally available in most (but not all) places in Australia where a Broadband service is available.
- 6.2 Digital telephone service availability also depends on availability of telephone numbers. There are limited areas where we may not have access to new numbers. You are responsible for checking availability with us.
- 6.3 You need not acquire any other service from us to qualify for Digital telephone service, but we may offer bundled Plans under which it is a requirement that you maintain another Service with Us.

- 6.4 We offer no on-site installation service for Digital telephone service. We may provide a CD-based set up kit or some other explanations on our website, but most users will not need to make use of it.

7. NOMINATED SITE ONLY

- 7.1 When you sign up for Digital telephone service, you must specify the full address (including for example flat number) of the Nominated Site at which you wish Us to provide Digital telephone service.
- 7.2 You must not use Digital telephone service other than at the Nominated site.
- 7.3 If you change address and wish to use Digital telephone service at your new address, you must inform us your new address for us to change your Nominated Site.
- 7.4 You must not do or permit anything to be done with respect to Digital telephone service that breaches or causes a breach of the Telecommunications Numbering Plan 1997.
- 7.5 Local Number Portability may be available for numbers on the Digital telephone service where we have a number porting agreement in effect with the other service provider involved.

8. FEATURES

The Features that we offer with Digital telephone service may vary from time to time, and current details can be found on our website. Initially, we offer the following Features:

- 8.1 Caller ID
- 8.2 Call Forwarding;
- 8.3 Call Return;
- 8.4 Call Waiting;
- 8.5 Last Number Redial.
- 8.6 Voicemail
- 8.7 3-Way (Conference) calling

9. IMPORTANT INFORMATION ABOUT DIGITAL TELEPHONE SERVICE

- 9.1 Digital telephone service is a “Voice over IP” or “VoIP” telephone service.
- 9.2 It is important that you understand, and you are taken to acknowledge and accept the matters referred to in this clause as conditions of the supply of Digital telephone service.
- 9.3 Digital telephone service does not include or provide Internet Access.
- 9.4 You do not normally need a computer to operate Digital telephone service.
- 9.5 Digital telephone service requires that your telephone handset is plugged into an ATA, configured for Digital telephone service, which can only be obtained from us. To prevent inadvertent misconfiguration, it must not be used with any other Digital telephone service.
- 9.6 Digital telephone service requires a mains power supply in order to operate. If power is lost, it will not work.
- 9.7 Digital telephone service will not be free of faults and interruptions, including those that arise from the Broadband it operates over.

- 9.8 Digital telephone service may be degraded or interrupted by factors that impair your Broadband, such as:
 - 9.8.1 outages;
 - 9.8.2 local congestion (for example, downloading to your computer while using Digital telephone service);
 - 9.8.3 Internet congestion;
 - 9.8.4 “shaping”, where your Broadband speed is slowed, for example because you have exceeded data limits.
- 9.9 For Digital telephone service, you must have a Broadband service capable of carrying Internet Protocol (IP) data traffic at upload speeds of at least 64 Kbps and download speeds of at least 256 Kbps. However, for better quality and greater reliability, we recommend that you should have Broadband with upload speeds of at least 128 Kbps and download speeds of at least 512 kbps.
- 9.10 We do not recommend Digital telephone service over satellite Broadband, nor over wireless Broadband less than above speeds in 9.9.
- 9.11 Digital telephone service quality may, in any configuration, vary from excellent to a quality less than a Basic Telephone Service.
- 9.12 Digital telephone service can usually be used to call the emergency number 000, but for reasons outlined in this Service Schedule, you should not regard any Digital telephone service as a reliable service in an emergency. You should also maintain a Basic Telephone Service, for use in emergencies and case of power failure.
- 9.13 To maintain both Digital telephone service and a Basic Telephone Service, you may use the same handset for each service.
- 9.14 Most standard telephone handsets will work with Digital telephone service, but you are responsible for checking with us in advance.
- 9.15 Digital telephone service calls made and received by you are data, and will usually be counted as Broadband data usage, for the purposes of data usage limits and charges imposed by your Broadband provider. You should check with your Broadband provider about this.
- 9.16 Digital telephone service is not suitable for non-voice applications, for example fax machines, data modems and security monitoring services, for which you should use a Basic Telephone Service.
- 9.17 Digital telephone service numbers will not be listed in the telephone directory, but this service may be available in future for an extra charge.