

Unmetered SIP Value Plan Terms and Conditions



- (a) The initial period for each individual service is 24 months.
- (b) Unless otherwise indicated, all Charges are:
 - (i) in cents per minute;
 - (ii) calculated per second;
 - (iii) in Australian Dollars; and
 - (iv) quoted in cents exclusive of GST.
- (c) The monthly recurring charge applicable to the SIP Included Value Plan selected in your order for service ("Your Included Value Plan") will:
 - (i) cover the call types and usage that are denoted as "Included" in Your Included Value Plan;
 - (ii) for call types and usage that are denoted as Included but have a specific included dollar value, or rate, include those call types and usage up to that value or charged at that rate;
 - (iii) apply each month, irrespective of whether the Service is used in that month and any unused credit for included call types is forfeited at the end of each month; and
 - (iv) be charged in advance on a monthly basis, with the first month of the Initial Period being applied on a pro-rata basis.
- (d) We may withdraw Your Included Value Plan at any time by giving You at least 30 days' notice in writing.
- (e) How calls will be charged:
 - (i) Call types that are fully included (ie "Included") will be charged at \$0.00.
 - (ii) Call types that are partially included (ie "\$x included") will be charged as follows:

Calls to Australian Mobiles:	\$0.22/minute
International Calls:	at rates set out in this Price Book.

2. Excluded Services

- (a) All Services that are not denoted in Your Included Value Plan as Included are excluded from the Monthly recurring Charge ("Excluded Services"), including but not limited to:
 - (i) calls made in excess of any Included specified dollar value;
 - (ii) data calls of any type, which are charged at the rates outlined in your Included Value Plan; and
 - (iii) any Service used in breach of the Fair Use Policy.
- (b) You must pay the Charges for all Excluded Services as set out in this Price Book or as otherwise applies from time to time.

3. Service Modifications and Service Relocations

- (a) You may upgrade Your Included Value Plan for an Individual Service to a higher number of SIP Sessions (eg from 10 SIP Sessions to 20 SIP Sessions) or to a higher Included Value Plan level (eg from a National Included Value to a Premium Included Value) before the Initial Period expires at no charge and the Monthly Recurring Charge will change to reflect the upgrade.
- (b) You are not entitled to, and We have no obligation to accommodate, a downgrade of Your Included Value Plan for an Individual Service to a lower number of SIP Sessions (eg from 20 SIP Sessions to 10 SIP Sessions) or to a lower Included Value Plan level (eg from a Premium Included Value to a National Included Value) before the Initial Period expires.

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- (c) You are not entitled to, and We have no obligation to accommodate, a migration from Your Included Value Plan to a non-Included Value Plan.
- (d) If You request, and We accommodate, a relocation of an Individual Service before the Initial Period expires, you may be liable to pay a Service Relocation Charge in accordance with this Price Book as follows:
 - (i) Relocation within the same building: If You request, and We accommodate, the relocation of an Individual Service within the same building. We will quote Relocation Charges after assessing the costs involved for relocating the relevant Individual Service.
 - (ii) Relocation to a different building: If You request, and We accommodate, the relocation of an Individual Service to a different building:
 - (a) a New Initial Period will apply to the Individual Service being re-located, which must be equal to or greater than the original Initial Period applicable to that Individual Service; and
 - (b) a Service Relocation Charge will apply if an Individual Service is being relocated less than 6 months from the commencement of the original Initial Period.

4. Countrytell's Fair Use Policy

- (a) The Service is subject to Countrytell's Fair Use Policy.
- (b) We reserve the right to vary the terms of the Fair Use Policy from time to time. A copy of the Fair Use Policy is available at www.countrytell.com.au/fair-use-policy.

5. Early Termination and Cancellation Charge

- (a) If:
 - (i) You terminate an Individual Service before the Initial Period expires (including as a result of Us not accommodating any request by You for a Service Modification or relocation of the Service); or
 - (ii) We terminate a Service in accordance with the Agreement for a breach by You (including termination for a breach of Countrytell's Fair Use Policy),You will be liable to pay a Cancellation Charge calculated as the sum of:
 - (iii) the Monthly Recurring Charge multiplied by the number of months, or part thereof, between the date of termination and the end of the Initial Period; and
 - (iv) any rebates, credits, refunds or discounts (including but not limited to any waiver of port-in credits), provided to You in respect of the Service.
- (b) You agree that the Cancellation Charge is a reasonable estimate of our likely financial loss if any Individual Service is terminated prior to the end of the Initial Period.

Call Charge Calculation

Unless otherwise stated all call charges are calculated as follows. Call durations are timed to the nearest tenth of a second, then rounded up to the nearest whole second. Call charges are calculated based on a cent per second rate to five decimal places (ie calls are rated in increments of 1.0¢). The result for each call is then rounded to the nearest whole cent, with amounts less than 0.5¢ being rounded down and amounts at or above 0.5¢ being rounded up.