

## Critical Information Summary

Ouriptel Holdings Limited  
ABN 62 128 117 797  
Trading as aboutcoms

Sunday, April 14 2013 CIS Version One

### Information about service

- VoIP fixed line replacement services, business only connections
- Cloud based video conferencing
- Sip Based mobile software

Is the offer part of a bundle with other Telco services: Services are not bundled with any other carrier.

We offer a range of VoIP connection equipment; however customers may provide any approved equipment to connect to our service.

If customers require Ouriptel to supply connections equipment pricing is determined by the number of inbound lines, the number of outbound lines required, analog or ISDN connections. Equipment pricing starts at \$110 up to \$15,000 for large corporate clients, please contact

**The minimum term is:** Ouriptel requires no contract, however our service agreement requires a 90 days notice to disconnect, a copy of a complete standard service agreement is provided on request.

**Initial Service Term.** This Service has a Ninety (90 ) Day minimum term. If the Service is not terminated on or before the expiration of the Initial Service Term the Service Term will continue until either party terminates the Service on 90 days written notice.

**Service Orders.** In addition to any right to reject Service Orders as provided in the Agreement, a Service Order may be rejected by Ouriptel in the case (i) of the inability or impracticality of providing such Service in a particular geographic area in which Ouriptel does not have sufficient presence, capacity, corporate infrastructure or Network technical infrastructure to effectively support the requested Service or (ii) Ouriptel has provided notice that a particular Service is no longer commercially offered by Ouriptel.

**Demarcation.** The Demarcation Point means the last piece of network equipment or cable owned by Ouriptel or provided by a third party on our behalf as more specifically defined in the Service Order. The Demarcation Point is where Ouriptel responsibility ends and Customer's responsibility begins.

**The offer includes:** All fixed line and fixed to mobile voices calls, with option to use cloud base video conferencing.

If Ouriptel provides connection equipment our offer includes installation and training.

**Conditions of Offers:** Ouriptel requires no special conditions in its offer, all services are subject to our fair use policy, refer to our website <http://www.aboutcoms.com/terms.html>

- The customer is required to keep equipment in a clean and safe environment with suitable power protection, no other special conditions apply refer to terms and conditions at the link above.

**Limitations of offer:** Customers are limited to use based on their credit application, maximum credit limit, the limit can be increased or decreased at the customer request.

**Information about pricing:**

Minimum or maximum plans are not provided by ouriptel.

Call rates for National fixed line calls are 3.5 cents per minute per second timing no connect fee.  
Calls for fixed to mobile are 29 cents per minute per second timing no connect fee.

**Other Information:**

**Where customers can obtain information re usage:**

Go to <https://account.aboutcoms.com/login.html>

**Customer service Contact:**

**Email to:** [operations@ouriptel.com](mailto:operations@ouriptel.com)

**Phone:** 1300 761 049

**How to access internal dispute resolution:** <https://account.aboutcoms.com/login.html>

**TIO contact details:** <http://www.tio.com.au/>

**Phone:** 1800 630 614

**Address:** PO Box 276, Collins Street West, VIC 8007

**Online Compliant form:** <http://www.tio.com.au/making-a-complaint>