

Flow Voice Services

Information about the Services.

Early Exit Fees

Early Exit/Termination Charges (ETCs) apply to all Contracted Services. 30 days notice is required for all cancellations.

Voice services are all contracted to the completion date in the contract. You will have to pay 100% of the remaining contract unless we can negotiate with the upstream, providers.

You can work it out by: $36 \text{ months} - \text{Used Months} = \text{Remaining Months} \times \text{Monthly Usage Fee} = \text{Payout Figure}$

Equipment Repayment Plan

If equipment such as VoIP phones, are part of the monthly invoice, you will have to pay 100% of your remaining instalments if you cancel your service.

Installation

Setting up your voice instance and any install costs we will quote prior. Any ongoing labour will be charged based on the hourly rate stated in your MSA.

Minimum Term

All service contract terms are 36 months unless otherwise stated on your in your agreed terms.

Call Rates

Call rates and unlimited plans special call costs depend on a number of factors including users and licenses. Please contact us for your specific rate card.

Billing

On the 1st of the month, we will bill you in advance the monthly charge.

Your first bill may include the pro rata charges for part of the month depending on when the service began. It may fall that your first bill could include your minimum monthly charge in advance and part of your minimum monthly charge based on the number of days left in the billing period. Any new addons such as new users, new licenses, DIDs, will be pro rata on the next monthly invoice.

You will receive your invoice via email. Which can be paid via credit card or direct deposit. All credit accounts are 14 day terms, unless agreed prior.

Fee for Service

We are a provider of business services, level 1 troubleshooting needs to be performed before lodging a fault. If a fault is a result of client premise equipment (CPE), or damaged internal infrastructure; Falcore reserves the right to charge for the technician time.

Information about Pricing

All prices exclude GST. As a wholesale voice carrier, pricing varies and is dependent on multiple factors including licenses, volumes, location, carrier demand, and service levels.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this occurs.

* This is a summary only – the full legal terms for these services are contained in your original agreement and Our Terms, which are available at falcore.com.au/resources-terms.

Hardware Needs

During onboarding we discuss the required hardware needed to use the voice services depending on setup.

Please let us know if you use equipment such as disability or medical services or a back-to-base alarm. Some equipment may require an alternative service or additional equipment. We will tell you if we are not able to support the equipment.

Moving or Relocating Services

Services can be relocated and used anywhere; we need to be notified of any relocation as by law we are required to update the emergency services records on your DIDs.

Toll Fraud / Hijacked Services

You must undertake all necessary steps to ensure equipment is secure from toll fraud or exposure to any vulnerabilities, we will not be held liable for any instances of toll fraud.

There is a limit set on all accounts to curb toll fraud and to prevent bill shock. The limit allocated is normally double your monthly spend. Once you hit your limit, your services will immediately cease. Please advise us when the breach has been resolved.

Acceptable Use Policy

Our Acceptable Policy applies to all Services. Its purpose is to ensure all our customers can access our services, and don't use our services in a manner we consider 'unreasonable' or 'unacceptable'. It also sets out your responsibilities when you use your service and confirms steps we may take to monitor and ensure compliance with this policy. For more information see falcore.com.au/resources-terms.

Other Information

We are here to help, for more information on our Policies and Terms, view them at falcore.com.au/resources-terms. If you have any questions about your bill, or need technical support, you can contact us on 1300 003 321.

Customer complaints or Disputes

If you need to make a complaint you can call us on 1300 003 321; or email us using our online forms at falcore.com.au. If you are still not happy with the outcome or your enquiry, you also have the option to contact the Telecommunications Industry Ombudsman on 1800 062 058