

Critical information summary

Information about the service

VoipHub provides inbound number services, 0800 and international numbering, with advanced call flow functionality, for business customers. Calls received to 0800 or international inbound numbers can be configured with advanced call flow features and answered on a VoIP compatible device using the customers internet connection, or diverted to an external service of number.

Including features

A full feature set is provided and there are no limitations in functionality or features. Customers will have access to an online portal which will allow complete control over the call flow configuration of their inbound number service. Online knowledgebase articles, online chat, email and over the phone support is provided to the customer. There are no monthly subscription charges for access to advanced call flow features such as, IVR menus, call queuing, ring groups, voicemail to email, time-based routing, call recording to email and more. Access to all advanced call flow feature sets are included in the monthly subscription charges.

Information about billing and pricing

All pricing on this critical information summary is displayed in NZD, excluding GST. Please note that all rates and pricing when logged into our customer portal is displayed in NZD, including GST for New Zealand customers. Inbound number services provided by VoipHub are supplied on a prepaid billing model. Sufficient credit must be maintained on the customer billing account at all times, to ensure there are no service interruptions. Prepaid billing models with a negative account balance will automatically have inbound and outbound services restricted. Post-paid billing models with 14-day payment terms, are available on customer billing accounts at the discretion of VoipHub, and a security deposit to cover one month's usage would be required. VoipHub may request an increased security deposit should monthly subscriptions and charges increase.

Customers will be provided with a username and password to access an online customer portal, which will allow the ability to control account billing, invoices, payment receipts and history, service subscriptions, and usage reporting. Inbound number service usage reports will be automatically emailed to the customer on the 1st calendar day of each month. VoipHub does not provide paper-based invoices, invoices will be emailed through to the nominated email addresses, configured from inside the online customer portal, every time a payment is made. Automatic payments can be setup from stored bank cards, direct debiting facilities or a PayPal account, configured from inside the customer portal.

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Service contract Term

The minimum contract term with all inbound number services is one month from the 1st calendar day of each month. This is also known as a month to month rolling term. New inbound number services are billed on a pro-rata basis from the day of the new service subscription, to the end of the calendar month.

Services unsubscribed during a billing period are non-refundable. Inbound number services can be subscribed to, or unsubscribed from, inside the online customer portal. A maximum of one calendar month's cancellation notice is required for all inbound number services, except customer accounts on a trial status, no cancellation notice is required for any trial account. Cancellation of services are conducted through the online customer portal, or in writing to our support department. No early termination fees apply for inbound number services.

Monthly charges and included packages (NZD excluding GST)

The minimum and maximum monthly charges with inbound number services will depend on a range of factors. These factors included the quantity of 0800 or international inbound phone numbers, and the total inbound call charges outside any included value of minutes. The minimum monthly charge with the 0800 PAYG plan, would be \$4.00 plus the number of minutes charged at the rate assigned to the 0800 PAYG plan. The minimum monthly charge with the 0800 Simple plan, would be \$30.00 plus the number of minutes outside the included 300 minutes of call value, charged at the rate assigned to the 0800 Simple plan. The minimum monthly charge with the 0800 Value plan, would be \$60.00 plus the number of minutes outside the included 600 minutes of call value, charged at the rate assigned to the 0800 Value plan. The maximum monthly charge with all inbound number services is not limited or calculable however, will work out to be the quantity of 0800 inbound numbers times by the selected call plan subscription charge per number (PAYG 0800, Simple 0800, Value 0800), the quantity of international numbers, and the number of minutes outside any included value. Inbound number service subscriptions are charged to the customers billing account on the 1st calendar day of each month. Inbound number service subscriptions apply monthly regardless of how much the system was used in any particular monthly. 30-day's notice will be provided in the event of a subscription fee change in advance, should the change be in relation to a service subscribed to the customer. Inbound number service subscriptions and call rate charges may be subject to change from time to time. International inbound numbers are subject to change without notice.

Inbound call rates

Each 0800 inbound number service in the customer portal must be assigned a plan to receive inbound calls. The customer can assign the PAYG 0800, Simple 0800, or Value 0800 plans, to individual 0800 numbers added from within the online customer portal. Customers can mix and match on 0800 plans assigned to individual 0800 numbers, selecting a plan adequate for the usage

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of the inbound number service, all 0800 numbers do not need to be assigned the same plan. Inbound calls are charged in one second increments, with no flag falls or connection charges applying. Diversion fees apply on all 0800 inbound number services not answered on a hosted PBX user or SIP Trunk. Diversion fees will be deducted from the main account and are not part of included call value. Inbound call rates assigned to 0800 PAYG plan are \$0.035 NZD ex GST per minute, received from New Zealand landlines, and \$0.15 NZD ex GST per minute from New Zealand mobiles. Inbound calls received to 0800 inbound number services will be deducted from the included call value assigned to the 0800 plan selected. Unused Included call value does not roll over to next billing cycle. Should the included value be exhausted the customer will be charged. Additional minutes for the Simple 0800 plan is \$0.15 NZD ex GST per minute from New Zealand landlines and mobiles. Additional minutes for the Value 0800 plan is \$0.10 NZD ex GST per minute from New Zealand landlines and mobiles. Which will be deducted from the customers main account balance.

Cancellation, payment and activation charges

There is no cancellation or activation fees for 0800 inbound number services. The table below outlines the charges that are applicable for late payments on post-paid customer billing accounts and account suspension reconnections. Invoices for post-paid customers that are overdue by 7-days will be issued a \$13.04 late payment charge. This charge does not apply to prepaid customer billing accounts. Customer accounts that are suspended for non-payment will be issued a \$47.82 charge for the reconnection of service. Porting fees apply for inbound number services and shown on the porting form.

| Description | Price NZD (exc GST) |
|---------------------------------------|---------------------|
| Post-paid account late payment charge | \$13.04 |
| 0800 new number (per number) | \$0.00 |
| Reconnection of suspended service | \$47.82 |
| International number new or ported | \$POA |

Service limitations and restrictions

- a. 0800 toll-free inbound numbers are not SMS enabled.
- b. Premium rate numbers (0900) cannot be configured as external answering points for 0800 inbound numbers.
- c. 0800 toll-free inbound numbers cannot accept calls from payphones.

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Service suspension and cancellation for non-payment

If a billing account is overdue by more than 30-days, VoipHub reserves the right to suspend the service. Should the billing account remain overdue for more than 60-days, the service will be cancelled and all inbound numbers (DDI's) will be released. Numbers, once released, cannot be re-connected.

Call diversion rates

Call diversions to external numbers can originate from various features from within the call flow configuration, a User, Call Queue, Ring Group, Call Diversion, and DISA objects. Call diversions that originate from a User feature will be charged the rates that are associated with the call plan assigned to that specific User. Call diversions that originate from any feature outside the User object will be charged at the rate of \$0.02 NZD ex GST per minute to a New Zealand or Australian landline, and \$0.08 NZD ex GST per minute to a standard New Zealand or Australian mobile. Call diversion rates are applicable to all 0800 inbound number services that have external answering points configured

Additional information

Account balances and service usage information can be obtained from within the online customer billing portal: <https://nz.VoipHub.online/customer> This document only outlines the critical information summary and should be read in conjunction with the VoipHub Master Services Agreement, Voice (IP) Service Schedule and SLA, Porting Terms and Conditions, and service policies. A full set of terms and condition can be located at <https://nz.VoipHub.online/legal>

Customer details

You can contact us at

Support@voiphub.co.nz

Complaint resolution

If you wish to make a complaint, please contact VoipHub using details published on our website. We take complaints very seriously and assure you that any matter you raise will be carefully investigated. However, if you have exhausted all venues for resolving your complaint within VoipHub and are still not satisfied with the outcome, you may seek further assistance from Telecommunications Industry Ombudsman (TDR) by phone on 0508 98 98 98.

**0800/international
Inbound Numbers**

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Instant activation

Online portal

Free advance routing features