



Postpaid VoIP Application Form

IP Phone

VoIP Plans

Gossip Plan - NEW

- 9c unlimited, un-timed local & STD (National) calls!
- 23c per/min mobile calls with no flag-fall
- Awesome international rates with no flag-fall
- Free digital voicemail

\$0 per month (minimum spend \$9.95 per month)

Business Chatterbox Plan

- 12c unlimited, un-timed local and STD (National) calls!
- 33c per/min mobile calls with no flag-fall
- Awesome international rates with no flag-fall
- One incoming line and digital Voicemail

Only \$5.50 per month (includes \$5.50 worth of calls)

Talker Plan

- 13c unlimited local calls, 13c/min STD (National) calls
- 33c per/min mobile calls with no flag-fall
- Awesome international rates with no flag-fall
- Free incoming phone number and digital Voicemail

Only \$5.50 per month (includes \$5.50 worth of calls)

IP phone Hardware

VoIP Analogue Telephone Adaptors (ATA)

- Linksys PAP2T 2-line ATA \$88
 Linksys SPA3102 (w/connection to existing line) \$129

Dedicated IP Phones - includes configuration

- Cisco-Linksys SPA-922 (1 line, PoE, 2 x eth) \$189
 Cisco-Linksys SPA-942 (2-4 lines, PoE, 2 x eth) \$199
 Cisco-Linksys SPA-962 (6 Lines, Colour LCD, PoE) \$330
 Cisco 79xx Professional IP Phone \$POA

Business IP Telephony

VoIP Termination

Please select your termination protocol:

SIP

IAX IAX IP address:

h.323 endpoint address:

Equipment being used (brand, model details):

Outbound Calls

Unlimited, simultaneous outbound calls/lines: **free of charge**

Extra Direct In-Dial numbers (DID)

Region / Number	Qty	
Standard Perth 08 6424 xxxx	<input type="checkbox"/>	x \$1.95 ea
Premium Perth (call to enquire)	<input type="checkbox"/>	x \$5.00 ea
Standard Sydney 02 8244 2xxx	<input type="checkbox"/>	x \$1.95 ea
Other Australian Capital Cities ((\$35 setup fee applies)	<input type="checkbox"/>	x \$6.50 ea

Inbound Channels

Simultaneous inbound calls (per line) x \$5.50 ea

Facsimile Gateway Service

Standard Fax Service

Incoming fax-2-email FoIP service with standard Perth DID, plus Outgoing print-to-fax FoIP Service

\$6.50 (per month)

Fax Charges:

Cost of calls (as per Talker-Plan rates) plus \$0.15

(Fair-user policy applies. If used for incoming faxes only, you will be asked to move to an incoming fax-to-email service)

Inbound-Only Fax Service

Incoming fax-2-email FoIP (up to 100 faxes)	<input type="checkbox"/>	\$8 (month)
Incoming fax-2-email FoIP (up to 300 faxes)	<input type="checkbox"/>	\$12 (month)
Incoming fax-2-email FoIP (up to 500 faxes)	<input type="checkbox"/>	\$15 (month)

Outbound-Only Fax Service

Outgoing print-2-fax FoIP service \$15 (month)

Fax Charges:

Cost of call (as per Talker-plan rates) plus \$0.15

Number Porting

Conditions apply, see Porting Authority Forms

Single Number (Simple Port)	<input type="checkbox"/>	\$89 (setup)
Single Numebr (Complex Port)	<input type="checkbox"/>	\$180 (setup)
10/100 Number Range (Complex)	<input type="checkbox"/>	\$349 (setup)
10 Number Block	<input type="checkbox"/>	\$35 (month)
100 Number Block	<input type="checkbox"/>	\$129 (month)



How did you hear about us?

If you were referred by a friend please enter your friend's details.

username or email:

Or did you see us somewhere else?

website Search Engine Yellow Pages

other :

Service Details

Account requirements

username (up to 12 characters):

password (up to 12 characters):

New VoIP Account

Account Amendment

If you have an existing VoIP account with Simtex:

Acc Number:

• **Slash your phone costs with Simtex**

• **Un-timed STD call plans**

• **No fax machine or fax line? No worries!
Call us to talk about our new Fax over IP gateway service (FoIP)**

• **No limits, take the service wherever you go**

Account Details

Company Name:

BN, ABN, ACN:

First Name:

Last Name:

Home Phone:

Work Phone:

Mobile Phone:

Fax:

Current Email:

Application progress will be sent by email, else you may contact us any time to inquire about the progress of your application.

Street Address:

Suburb: State:

Post Code:

Email Invoice to:

Installation Address:

Street Address:

Suburb: State:

Post Code:

I would like to collect hardware from the Sth Perth / Os Park office.

Please deliver hardware to above address. (\$15 freight)

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Payment

Onsite Setup (optional): \$

Plan : \$

IP Phone Hardware \$

Other Hardware (optional): \$

Delivery (optional): \$

..... \$

Total: \$

Cash Cheque Credit Card* Direct Debit**

*Credit Card No.:

Expiry Date: CCV No.:

Name on Card:

We accept AMEX, VISA, Mastercard & Bankcard

**BSB: Account No.:

Account Name:

Bank:

Please charge my above card/bank account each month until I inform you to terminate my account.

I hereby acknowledge that I have read, understood and agreed to the Terms and Conditions (attached and online). I understand that payment for invoices should be on or before the due date. Due date is the last calendar day of the subscription month.

Signature:..... Date:.....



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Terms and Conditions

The supplier has the sole discretion to cancel any customers' account because of a breach of any terms or conditions within this agreement. Regardless of any application to the contrary, the operations of the Supplier are governed by the Laws of Western Australia, and any action instituted by the Supplier against the Customer, and/or any action instituted by the Customer against the Supplier, will take place under the Laws of Western Australia, and in the Courts, which are located in the City of Perth.

General Terms & Conditions

Fees and Charges

You are responsible for all fees and charges incurred by using your internet or VoIP/FoIP account, including all telecommunication charges and online purchases. The Supplier may vary the account types, fees & charges at any time. Notification of such will be posted on the web site.

All invoices will be payable in advance of the "Due Date", the initial fee to accompany this form. In the case of dialup accounts, an automatic reminder will be sent to the customer's specified email (unless otherwise specified), and shall be deemed received by the due date.

Direct debit can be arranged with Credit Card or Bank account - Transaction name will be shown as "Internet And Telephony". By supplying the Company with credit card details, you authorise the Company to debit the credit card with valid charges when due. Funds may be debited between 1 to 5 days working days from exp date

If the Customer defaults in the payment of any monthly account, then ALL monies owing to the Supplier shall be immediately due and payable and;

A. The debt will be subject to collection charges which will Ipso Facto be added to the account, and interest at the rate under section 32 of the Supreme Court Act 1932 will be claimed upto and including the date on which the debt is paid in full, and;

B. All expenses incurred by supplier in recovering monies due, inclusive of Solicitors charges, all Debt Collectors Fees and Disbursements, any costs in relation to Security documents, shall be a debt due and owing by the customer, payment of which is hereby guaranteed under all circumstances.

In the case of a Trust, the Customer guarantees that the assets of the Trust will be available to pay any amounts of money due and owing by the Customer to settle the Suppliers' accounts.

Cancellation & Refund: You may cancel your account at the end of a prepaid period by giving notice **in writing**, 14 days prior to receiving an invoice for the next invoicing period. If the customer does not pay the monthly access account by the "Due Date", the access will be cancelled. If the customer provided a direct debit authority, it will be debited upon renewal unless instruction is received in writing to cancel the debit, 14 days prior to the next invoicing period. The Supplier reserves the right to take legal action to recover any unpaid fees, as stated in "Fees and Charges". If the customer cancels the

account for any reason, there is no entitlement to any refund except to the extent that the Supplier is required to by law.

The customer is not permitted to upload any offensive matter onto the suppliers facilities either directly or indirectly (meaning such things as pornography, incitement of racial hatred, acquisition of prohibited substance etc.) The customer is not allowed to use any of the suppliers services for illegal activities such as copyright violations, defamation or fraud, interfering with other users Internet access or website, or for sending mass email, or "spam".

The provider reserves the right to monitor your use of the service at all times and reserves the right to accept or reject an application or cancel a users account for any just reason on the giving of notice to the user.

The customer is solely responsible for the use of the signed account and is legally responsible for the supervision of any minors using the account.

Requested & Collected Information: The provider reserves the right, to disclose any information given to us and any other information to the State or Federal Police, or relevant Government authority where we have been properly subpoenaed or compelled by law to give such details.

Support: FREE internet & phone support is available to registered account holders during advertised hours only, in respects to internet connections or voice / fax communications. Software support may be supplied in good faith, but the supplier will not be responsible for claims of loss or damage.

Disclaimer: We accept no responsibility for the loss or damage arising directly or indirectly from the use of facilities or services and make no warranty regarding the facilities or their suitability for any particular purpose. We are in no way responsible for any telecommunication charges or any other charges the user may incur in using the service.

VoIP Account Specific Terms

It is the responsibility of the user to ensure the telephone number called for access is a local call from the users home or place of business. Simtex Communications will accept no responsibility for any telephone charges levied by the carrier should STD or other charges be incurred.

A VoIP service can not be used to replace an entire PSTN or ISDN phone service. In the event of an emergency, standard landline phones must be accessible to make emergency calls. During a power outage, the VoIP phone service may fail.

You must take responsibility for your actions on the network and systems you access through Simtex Communications. You must comply with rules, regulations and acceptable usage policies that are in force for each system you access. If you act recklessly or irresponsibly or your actions endanger Simtex Communications's network or systems, your access may be suspended or terminated at any time, without notice. Regular voice telephony service charges are not included in the provider's broadband services, and are payable to Telstra or any other provider direct.

Secure Usage: You are responsible for any misuse of your account, even if the inappropriate activity was committed by a friend, family member, guest or employee. Therefore, you must take steps to ensure that others do not gain unauthorized access to your account. In addition, you may not use your account to breach security of another account or attempt to gain unauthorized access to another network or server. Your password or IP address (h.323) provides access to your account. It is your responsibility to keep your password secure. Sharing your password and account access with unauthorized users is prohibited.

You should take care to prevent others from using your account since you will be held responsible for such use. Attempting to obtain another user's account password is strictly prohibited, and may result in termination of service.

You must adopt adequate security measures to prevent or minimize unauthorized use of your account.

You may not attempt to circumvent user authentication or security of any host, network or account. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorized to access, or probing the security of other networks. Use or distribution of tools designed for compromising security is prohibited. Examples of these tools include, but are not limited to, password guessing programs, cracking tools or network probing tools.

You may not attempt to interfere with service to any user, host or network ("denial of service attacks"). This includes, but is not limited to, "flooding" of networks, deliberate attempts to overload a service, and attempts to "crash" a host.

Users who violate systems or network security may incur criminal or civil liability. Simtex Communications will cooperate fully with investigations of violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations.

Terms and Conditions are subject to change without notice