

4 LINE STANDARD

INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICES

SERVICE DESCRIPTION

A Future Ready 4 Line Standard SIP Trunk service is a business grade VoIP service that allows you to make and receive concurrent calls over an ADSL broadband connection. A Future Ready SIP Trunk Service can provide your business with a low cost phone service allowing for every staff member in your office to have a direct in dial number without the expensive line rental costs.

Standard Installation Requirements

You will require a broadband Internet service speed of 512/128 kbps or greater although for the best quality a Future Ready ADSL2+ service is recommended. You will also require suitable hardware. Our Business team can provide you with information regarding the most suitable hardware solution for your needs.

MINIMUM CONTRACT TERM

1 Month or 12 Months

KEY DETAILS

Your Monthly Access Fee and number block package allows a direct phone number for every staff member – without the need to pay a line rental on every phone, extension dialing and unlimited Future to Future calls. Choose the number block package to suit your needs with each 5 number block charged at R499 per month. Other calls,

optional Value Added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

INFORMATION ON PRICING

MINIMUM MONTHLY ACCESS FEE

R399 – Your monthly charges are billed according to your billing cycle.

MINIMUM TOTAL COST

Month to Month: R399

12 Month Contract: R4788

EARLY TERMINATION FEE

Month to Month Contract: R0

12 Month Contract: R750

STANDARD CHARGES

Local Calls – R0.35c per Minute

National Calls – R0.35c per Minute

Mobile Calls - R0.80c per Minute

Special Numbers – R0.44c per Minute

CHARGES TO INTERNATIONAL NUMBERS

You will be charged if you make calls to international numbers. To view International rates to overseas destinations please contact us at support@futureready.co.za with destination and we will gladly assist with up to date rates.

OTHER INFORMATION

CALL USAGE INFORMATION

Future Ready have spend management tools which are designed to assist you in managing your spend. You can check your monthly usage in SelfCare at <http://futureready.voipportal.net:8007/client/>.

BILLING

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

CUSTOMER SERVICE

If you have any questions regarding your plan, technical support or service please contact us support@futureready.co.za.

COMPLAINTS OR DISPUTES PROCESS

If you have a problem or complaint about your service, please contact us support@futureready.co.za