

Future Ready	VoIP Mobile Saver
	Voip_1.2
	22/6/2016

VOIP MOBILE SAVER

INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICES

SERVICE DESCRIPTION

Your Future Ready VoIP Plan allows you to make and receive phone calls, like you do using a regular phone but instead of your calls being delivered over a regular phone line they travel over your high speed internet connection.

An active Fixed Line service is required to connect a Future Ready VoIP service.

MINIMUM CONTRACT TERM

1 Month or 12 Months

WHAT'S INCLUDED

Your Future Ready VoIP plan includes 300 Minutes of calls to South African Mobiles. Includes 1 concurrent call and on a 12 month contract an Analog Phone Adapter.

WHAT'S NOT INCLUDED

Future Ready VoIP plans require an internet connection which customers can source from Future Ready or separately. On a month to month contract the VoIP Analog Telephone Adapter is not included and customers can provide their own or purchase one through Future Ready.

INFORMATION ON PRICING

MINIMUM MONTHLY ACCESS FEE

R199 – Your monthly charges are billed according to your billing cycle.

MINIMUM TOTAL COST

Month to Month: R199

12 Month Contract: R2388

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 (after 300 Mins) - R0.99c 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