



Critical Information Summary

Service provided: Uses your internet service (not included in this plan) to deliver a phone service to your home or business without a traditional telephone line.

Plan Name	Cost	Inclusions Incoming	Inclusions Outgoing	Additional Charges
Starter Plan	\$35	Unlimited	Not Included	N/A
Pro Plan	\$69	Unlimited	Unlimited: • Local • National • National Mobile • 13/1300 Number Not Included: • 1900 • Premium Numbers	Additional Device: • \$20 per device per month • \$20 per additional number per month
Minimum Commitment: 1 month				
Setup Costs: Nil				
Cancellation Charges: Nil				
What's not included: • VOIP Phone Hardware • Phone Porting Costs • Premium Numbers				

Information about this service

Both plans includes

- 1 x incoming number (PSTN)
 - This can be selected from a list of new numbers which are available to register
 - You can bring your existing number by Porting it in.
- 1 x device licence
 - This allows you to register a SIP phone or compatible App to send/receive calls.
- Unlimited incoming calls
- Point of Sale Integration
- Customer Database
- Visual Voicemail

What you need for this service to work

- An active NBN or Internet service
- A compatible SIP Phone (eg: Yealink) – Voiceee can supply this hardware at an additional cost, depending on the hardware requested

Critical Infrastructure Needed

- *Power:* You will not be able to receive calls onto your SIP devices without power.
- *Internet:* You require a stable internet connection with a minimum of 25 Mbps Download and 5 Mbps upload speed. Note, your SIP Service may not work if you are using a 4G/5G Service. A static IP address will greatly improve the deliverability of your calls.

Features

The Pro plan provides additional features by allowing Call Flows:

- Line Hunting
- Call Waiting
- Call Queuing
- Interactive Voice Response (IVR)
- Call Routing
- External Number Routing
- Text-to-Speech
- Audio Player

Porting your existing number

To port your existing number, you will need to supply an authorisation form and your latest invoice from your current active service provider. Your invoice must include the phone number you are seeking to port into Voiceee.

This process can take up to 6 weeks to complete.

Complaints and Support

All our support staff are based in Australia. We do not have an official support phone number and support only via email. You can contact us on support@voicee.com.au – or by logging into your [Voiceee Dashboard](#) and clicking the support button to open a ticket.

Voiceee Pty Ltd

ABN: 65 658 442 605

2/126 Bertie St, Port Melbourne VIC 3207 Australia