

BRISNORTH COMMUNICATIONS

WHAT YOU NEED TO KNOW INFORMATION ABOUT OUR SERVICES

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We hope the information below will assist you with the use of our services.

1 MANAGING YOUR SPEND

Usage notifications:

If you are a VoIP Service customer on a Monthly Plan, we will help you control your spend by providing you with notifications via email when you reach 50%, 85% and 100% of your call/spend quota that is included in your VoIP plan.

Usage notifications do not occur in real time but with a delay of 24 hours after you actually reached the respective thresholds.

Other ways of managing your spend:

There may be other ways of keeping your spend on track, such as barring more expensive numbers, choosing an rate plan without excess charges. Please contact us for more information.

2 YOUR VOIP NETWORK

Your service is provided using the iVox network.

We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

3 PAYING US

Your bill:

We will bill you Monthly in advance for services, and in arrears for consumables. Your bill will be emailed/mailed to you.

You can pay your bill free of charge via direct debit or EFT. We do not at this time offer CreditCard or BPAY methods.

Financial hardship:

Our financial hardship policy is available here: <http://www.brisnorth.com.au/wp-content/uploads/2014/03/Financial-Hardship-Policy-v1.11.pdf>

4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, SIP-Server, IP-PBX, Phones etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

5 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form: <http://www.brisnorth.com.au/wp-content/uploads/2014/03/Appointment-of-Advocate-or-Authorised-Representative.pdf>

6 FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here:

<http://www.brisnorth.com.au/wp-content/uploads/2014/03/Complaint-Handling-Policy-v1.11.pdf>