



## Service Description - VoIP Services

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Commercial in Confidence

**business  
focused IT  
solutions**

## 1 Service Description

### 1.1 What is VOIP?

Voice Over IP (VOIP) is a technology that allows you make and receive phone calls over your broadband internet.

### 1.2 Prerequisites

In order to be eligible to receive our VOIP services, you must have a current and suitable internet service from Synapse.

### 1.3 CPE Installation and Equipment Supply

We may provide CPE (Customer Premises Equipment) in the form of a VOIP modem or router. Synapse may pre-configure a supplied device with your connection information.

We will not be liable for issues as a result of us supplying this equipment to you. Synapse will provide reasonable phone support to enable you to install and connect to the internet using this device.

Where you have supplied your own CPE Synapse is not obliged to supply support for the configuration of this equipment. Synapse will provide the generic network settings to you in order for you to configure the appropriate CPE.

You may choose to have a Synapse technician provide onsite support to install and configure your CPE. This will be charged at an hourly rate in addition to your setup and monthly fees

We will supply you with one Direct Indial (DID) Number unless additional services are ordered.

### 1.4 Call Quality

We recommend that you use a broadband service with a speed of 512kbps or above. Even then, the quality of the call can be impacted if someone is transferring large files while you are on a call. We cannot guarantee the quality of calls.

### 1.5 Emergency Calls

You acknowledge and understand that the VOIP service may not support emergency calls. Therefore, Synapse does not recommend disconnection of primary phone service, which provides access to emergency calls.

### 1.6 Monthly Use

Your monthly use is measured in calls and call duration.

### 1.7 Payment

Payment for the VOIP service may be paid for in arrears for the previous month's usage using a direct debit facility.

### 1.8 Target Service Level

99.97% (Business), 99.7% (Consumer)

### **1.9 Call Response Target**

4hrs (Business), 1 Business Day (Consumer)

### **1.10 Restoration Target**

8hrs (Business), 1 Business day (Consumer)

### **1.11 Service Level Rebates**

This service is not eligible for service rebates.

### **1.12 Contract Term**

There is no minimum contract term for consumer services service. For business customers the contract term is set out in your individual contract agreement.