

Welcome to Vocal! Here's a quick summary of your VOXY® AI VOICE (beta) PAYG plan just to make sure you're across all the important things you need to know about the service and our charges.

Information about the Service

VOXY® AI Voice is an OTT voice-enabled AI service that uses advanced natural language models and AI-driven voice synthesis to handle tasks like call handling, appointment scheduling, and automated responses. Reduce staff costs and boost productivity by automating routine tasks, with flexible integration options for telephony systems

Minimum term: 12 months

Bundling: VOXY® AI Voice services can operate independently but require additional services for outbound calls over the PSTN or GSM networks. For full functionality, we recommend bundling VOXY® with the following Vocal services (additional costs apply)

BizPhone Cloud PBX: Ideal for businesses requiring cloud-based telephony integration, call routing and PBX functionality.

GSM Mobile: Forward incoming calls to VOXY® on any 4G or 5G mobile service for call reception. Outbound calls not supported.

1300/1800 Inbound Service: Enhance customer reach with flexible virtual numbers and toll-free inbound calling solutions.

Connection & set-up fees: A once-off setup fee, plus monthly access and per-minute usage charges apply. Each project is assessed for complexity, and additional fees may apply. Development time typically ranges from 2 to 6 weeks.

What is included

- ✓ A dedicated telephone number for easy call forwarding
- ✓ Portal Access for branding, knowledge & customisation
- ✓ Call Forwarding across PSTN/GSM or VoIP platforms
- ✓ Native support for Google, Outlook, Calendly and alike

What is not included

- ✓ Outbound/inbound PSTN/GSM/VoIP call charges
- ✓ Advanced AI automations and workflows
- ✓ Advanced CRM and unsupported SaaS integrations[†]
- ✓ Telephony or broadband connections required to use the service

Information about pricing

Refer to the below table for your plan pricing and minimum monthly charge. If you use your VOXY® AI VOICE (beta) service for things not included in your plan you will have to pay more than your monthly minimum.

VOXY® AI VOICE (beta) plan fees and charges

| | Voice Assistant | Voice Receptionist | Voice Caller | Voice Agent |
|---------------------------------|-----------------|--------------------|--------------|--------------|
| Once-off set up fee | \$199 | \$499 | \$499 | \$799 |
| Monthly access fee | \$34 | \$55 | \$55 | \$89 |
| Minimum term | 12 months | 12 months | 12 months | 12 months |
| VOXY® calls (flag fall) | 25c | 25c | 25c | 25c |
| VOXY® calls (per min) | \$0.89 | \$1.50 | \$1.50 | \$1.50 |
| VOXY® Squad [†] | 10% discount | 15% discount | 15% discount | 20% discount |
| Total minimum cost [*] | \$607 | \$1,159 | \$1,159 | \$1,867 |

^{*}VOXY® Squad discount (min 10+ AI Voice Services) on the total cost of flag fall & call charges (set-up & access fees not included)

^{*}Total minimum cost of services over the 12 month term which includes the once-off set-up fee. Displayed prices include GST.

VOXY® AI VOICE (beta) included features

| | Voice Assistant | Voice Receptionist | Voice Caller | Voice Agent |
|-----------------------------------|-----------------|--------------------|--------------|-------------|
| Phone number (FNN) [*] | Yes | Yes | Yes | Yes |
| Inbound call handling | Yes | Yes | - | Yes |
| Outbound call handling | - | - | Yes | Yes |
| Email integration [†] | Yes | Yes | Yes | Yes |
| Calender integration [†] | Yes | Yes | Yes | Yes |
| CRM integration [†] | POA | POA | POA | POA |

^{*}Each service is assigned to an Australian Full National Number (FNN) via SIP trunk. Call forwarding, SMS, and network charges may apply

[†]Email and Calendar integration with popular platforms like Gmail, Outlook and Calendly. Custom or CRM integrations subject to POA

Your first bill: We invoice customers each month at the end of our billing cycle and note that your monthly access fee may be higher on your first bill due to pro-rata charges which are determined by the date of service connection.

Cancellations: You must submit cancellations requests in writing which require a minimum of 30 days notice to take effect after confirmation of the request has been received. No pro-rata credits or refunds can be provided for cancelled services. A \$200 Order Withdrawal fee applies if cancelling after order submission prior to connection.

Early termination fees (ETF): Applies to all VOXY® plans that are subject to a minimum term contract. If you cancel your plan before the minimum term, you will need to pay an ETF fee which is calculated by the monthly charge times the number of months remaining in the term.

Payment Terms & Late Fees: We provide our customers with 14 day payment terms. If you do not pay your bill on time, we may charge you a \$10 Late Payments Fee each month until full payment has been received.

Payment Methods: A 2% surcharge applies to payments using a credit card. A \$2 transaction fee applies to Australia Post payments. AMEX and Diners cards are not supported.

Bill Options: A Bill Print Fee of \$5 applies if we mail your bill. No cost for email or access via our website. Customers may access our Self Help Tool at no charge to review bill history, reports and unbilled charges.

Configuration & modifications: Customers can choose to access the VOXY® portal to set-up or make changes to their AI Voice services or engage our partners at AUTOMAiTE to complete simple changes at a cost of \$60 per 30 mins or POA for complex projects and integrations.

Local number portability (LNP): We will assist you with the porting of your existing FNN(s) from the losing provider, however the process of LNP for single number (Category A) and Port Number Validation (Category C) may incur additional charges depending on the complexity of the port and services you use. VOXY® AI VOICE services can not be ported to another provider.

Other Information

Beta Disclaimer

VOXY® AI Voice Services are in beta and offered as emerging technology. Customers should set expectations for potential unintended impacts during use and use at their own risk.

Customer Support

We will do our best to service our customer's needs. You may call us during Australian business hours on **1300 796700** (local call cost) or email support@vocal.com.au or visit our website vocal.com.au

Technical Access

AUTOMAiTE, the platform developer, may interact with customers for troubleshooting and integrations. Temporary service disruptions may occur; customers should deploy redundancy measures.

Service Faults & Difficulties

You can report a fault at anytime which we will action on the same or next working day. We will do our best to restore your service within 2 full working days depending on your location or work load.

Offer Availability

Limited offer subject to change and availability.

VOXY® Dedicated Support (7 x 24 x 365)

We offer a dedicated hotline for VOXY® enquiries which can be contacted on **13 0000 VOXY** or visit www.voxy.biz

Using Your Service Overseas

You can use VOXY® AI VOICE service while overseas and access the portal to make any changes. If you use the VOXY® service while overseas, you should avoid using Roaming Data and limit to access using Wi-Fi only to save costs and improve call quality.

Complaints & Disputes

We will provide you with our Complaint Handling Policy if you do not already have one. You must tell us if you have a problem or complaint about our service. If we do not help you then you can raise the issue with the TIO by calling 1800 062058 or visit www.tio.com.au

TIO Exemption Disclaimer

VOXY® AI Voice Services are not subject to the TIO complaint process, but Vocal adheres to its Complaint Handling Policy. Rights under the TIO apply only to the carriage component of services.

Customer Service Guarantee Waiver

By using VOXY® AI Voice Services, customers waive rights under the Telecommunications Act 1997 Customer Service Guarantee, except for claims related to the carriage component

Fair Use Policy

VOXY® AI Voice Services are subject to Vocal's Fair Use Policy, which may limit usage in high-traffic environments, such as call centers.

vocal

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VOXY® is a registered trademark (pending)