

Critical Information Summary



SIP Premium

Plan	Monthly Charge
SIP Premium	\$55 per channel

All prices are inclusive of GST.

Information about the service

AussieTel's SIP service is a carrier-grade cloud telephony solution that is supplied over the internet or private data network.

Requirements

SIP Trunks require a data network (fixed internet or mobile data) to make and receive phone calls. Each active concurrent call requires 100kbps of available bandwidth (upstream & downstream) for the best performance and quality.

Minimum Terms

This is a month-to-month service. The minimum term is 1 month.

Early Termination Charges

There are no Early Termination Charges. If you do cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.

Call Charges

Each SIP channel includes Standard Local, National and Mobile Calls within Australia & New Zealand.

Calls to 13/1300 numbers are charged at \$0.33 per call.

Billing

Your billing cycle will begin on the 1st of each month. We will bill you in advance for the minimum monthly charge.

Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Customer Service

We are here to help. If you have any questions, call us on 1300 007 775 or send an email to gday@aussietel.com.au

Complaints Handling and Dispute Resolution

If you have a complaint or are not satisfied with your service request from our service desk, you can escalate your complaint to complaints@aussietel.com.au

Telecommunications Ombudsman

If you are not satisfied with the outcome after escalating as per the above process, you may seek assistance from the Telecommunications Ombudsman online at www.tio.com.au or by calling 1800 062 058