

## CRITICAL INFORMATION SUMMARY:

# SIP Trunking

## Information About The Service

SIP Trunking is a business grade voice solution that allows you to do away with unused copper lines (and the line rental cost associated with them) by ensuring only the necessary amount of concurrent business calls can be made or received. Even better, all of your day-to-day business calls will be charged at wallet-friendly VoIP rates.

### Required Services & Availability

A SIP Trunking service will require:

- A broadband Internet service speed of 512/512 kbps or greater although for the best quality an iiNet broadband service is recommended.
- Hardware, such as a smart voice gateway (IP PBX). Our Business team can provide all of the detail around a hardware solution that's right for you.

### Minimum Term

SIP Trunking services are available on either a no fixed term, or on a 24 month agreement, which comes with a discounted setup fee of \$149 per Trunk (saving you \$180).

### Included Features

There are a range of great features included with iiNet SIP Trunking, with further detail on the website;

Great VoIP call rates	No flagfall charges	No forced batch upgrades	All internal extension dialing included
100 included local calls (per line, per month)	Purchase lines in single increments	All iiNet to iiNet SIP calls included	Low line rental rates

## Information About Pricing

### Monthly Charges

Monthly SIP Trunking charges depend on both the volume of lines and numbers that you require. Line charges are billed monthly, while number charges are annual.

Lines	Minimum Monthly Charge
1st to 10th*	\$22 per line
11th - 20th	\$18 per line
21st and more	\$15 per line

\* Minimum of 4 required.

Numbers	Minimum Annual Charge
Per number	\$3.95 per year

### Call Charges

Call Type	Call Charge
Calls to iiNet SIP numbers	Included
Local calls	10c per call (first 100 included)
National calls	10c per min
International calls	from 5c per min
Calls to Mobile	20c per min (charged in 30 second block)

- International rates can be found at [www.iinet.net.au/phone/netphone-voip/international/](http://www.iinet.net.au/phone/netphone-voip/international/)
- Flagfall is not charged on SIP Trunking calls

**Setup Fee**

Setup is charged per Trunk

Service Agreement	Setup Charge
No contract	\$329 per Trunk
24 month contract	\$149 per Trunk

**Contracting & Early Cancellation Fees**

Break fees are only applicable for SIP Trunking services purchased on a 24 month contract. The break fee in that instance is simply the value of the setup discount offered when you initially signed up (\$180 per Trunk).

**Standardised Cost Information**

A standard national mobile call incurs a per minute rate of 20c per minute with no flagfall charges.

- A 2 minute national mobile call will cost \$0.40

## Other Information

**Usage Information**

Customers can obtain information on their call usage at <https://toolbox.iinet.net.au>

**Customer Service Contact Details**

You can contact iiNet Business customer service for Sales, Support & Billing assistance via **13 24 49** or emailing [bizsupport@iinet.net.au](mailto:bizsupport@iinet.net.au), or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://www.iinet.net.au/contact)

**Dispute Resolution Process**

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [https://iihelp.iinet.net.au/Complaints\\_escalation\\_process](https://iihelp.iinet.net.au/Complaints_escalation_process)

**Telecommunications Industry Ombudsman**

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)