

Critical Information Summary

SIP Trunking

This is a summary only. See full product details at www.alltel.com.au/sip-trunking

Information About This Service

SIP Trunking is a business grade VoIP solution that is ideal for any business running its own IP-PBX phone system. You can save money not only with low VoIP rates, but also by paying for only the number of lines you need.

Most businesses use only 30-40% of their phone lines at any one time. That means that in an office of 10 staff where everyone has their own home, the business is often paying for 10 separate phone services.

You also have the flexibility to add new lines quickly, easily and economically as your business grows (up to simultaneous calls.)

SIP Trunking is available from Alltel as a stand-alone service.

Direct In-Dial (DID) Numbers

These are the phone numbers that callers use to dial your Business VoIP service. Each plan includes a set number of DID numbers. Additional numbers are available:

- \$2.50 per month for individual DID numbers
- \$20.00 per month for a block of 100 DID numbers

Minimum Term

Unless otherwise stated, there are NO term contracts.

Your Call Charges

Call rates are quoted per minute. Calls are billed pro-rata in 1 second increments. Landlines include any fixed line service including phone lines and VoIP. Calls to other Alltel VoIP users are FREE and calls to 13/1300 numbers are 25¢ untimed. Contact Alltel on 1300 255 835 for full details of low long distance call rates.

Information About Pricing

All prices exclude GST.

Service details	SIP-01	SIP-02	SIP-03
Monthly charge	\$8.00	\$16.00	\$24.00
Establishment charge (once-off per service)	\$55.00	\$55.00	\$55.00
Number of lines (I.E. SIP sessions)	1	2	3
Included Direct-In-Dial (DID) phone numbers	1	2	3

Service details	SIP-04	SIP-08	SIP-10
Monthly charge	\$32.00	\$44.00	\$56.00
Establishment charge (once-off per service)	\$55.00	\$55.00	\$55.00
Number of lines (I.E. SIP sessions)	4	8	10
Included Direct-In-Dial (DID) phone numbers	5	10	15

Service details	SIP-15	SIP-30
Monthly charge	\$75.00	\$150.00
Establishment charge (once-off per service)	\$55.00	\$55.00
Number of lines (I.E. SIP sessions)	15	30
Included Direct-In-Dial (DID) phone numbers	20	35

Additional Charges

Each Additional DID Number	\$2.50
Block of 100 DID Numbers	\$70.00

Call Usage Charges

	\$ Charge	Detail
Local/National Calls	\$0.09	per call
Calls to mobiles*	\$0.15	per min
Calls to 13/1300	\$0.25	per call
Calls to other Alltel VoIP users	FREE	
International calls*	Refer list	per min

*Calls are billed per second

What's Included

- For incoming calls, the number that was dialled is passed through, allowing you to customise your phone system routing.
- Low long distance call rates (contact Alltel on 1300 255 835 for full details).
- Business-grade service provided through Alltel's own Australian-based servers, which are monitored 24/7.
- There are no additional charges for flagfall or call connection.

What's Not

- A one-time set charge of \$55 applies.
- Number porting charges apply if you want to transfer your existing phone number (regular landline or VoIP) to your SIP Trunking service.
- You are responsible for arranging and providing a suitable high-speed Internet connection and IP-PBX system.
- Dishonour and Overdue Account Administration charges may also apply if bills are not paid on time.

Cancellation

We require one calendar month's written notice to cancel your service or change provider.

Total Minimum Cost

The total minimum amount that you'll pay for a SIP Trunking service is the \$55.00 set-up charge + one month service charge.

- \$63.00 + phone on the SIP-01 plan
- \$71.00 + phone on the SIP-02 plan
- \$79.00 + phone on the SIP-03 plan
- \$87.00 + phone on the SIP-04 plan
- \$99.00 + phone on the SIP-08 plan
- \$111.00 + phone on the SIP-10 plan
- \$130.00 + phone on the SIP-15 plan
- \$205.00 + phone on the SIP-30 plan

Other Information

Changing Plans

You can upgrade or downgrade your plan at any time for free. Changes come into effect at the beginning of the next billing cycle.

Billing

Our billing cycle is each calendar month. Bills are produced during the first few days of the month, at which time you will receive email and SMS notification. You will not receive a paper bill: instead, you can view all billing information through Alltel's customer portal. Direct Debits are typically processed on the 12th of the month.

Your first bill includes set up charges, pro-rata monthly plan charges for the remaining days of the month on which your service commenced, next month's plan charges in advance, plus calls and any other charges incurred during the month.

Keeping an Eye on Usage

Log in to Alltel's customer portal at any time (my.alltel.com.au) to view your current month's usage for all of your Alltel services.

Contact Details

- (p) 1300 255 835
- (f) 1300 255 855
- support@alltel.com.au
- www.alltel.com.au

If you wish to make a complaint, please contact Alltel using the details shown above. Refer to www.alltel.com.au/docs/pdf/policies/complaint-policy.pdf for full details or our complaint handling policy.

If you are not satisfied with the resolution of a complaint, you may wish to contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution:

- (p) 1800 062 058
- (f) 1800 630 614
- tio@tio.com.au
- PO Box 276, Collins Street West, VIC 8007