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Critical Information Summary

SIP trunks

Pricing information

Channel charges	Basic	Premium
Monthly charge per channel	\$10	\$60
Total minimum charge (for two channels)	\$20	\$120

Set-up fees

If you require a professional installation, costs are \$499 ex. GST per site.

Exit fee

There is no exit fee for this service. All hardware must be returned to Aussie Broadband at your cost.

Equipment fees

We have a range of adapters if needed. Talk to our Sales consultants for pricing, these are not mandatory.

Other possible costs

- The prices quoted above are for two channels. Aussie Broadband can provide up to 8 channels if required at additional cost.
- Customers may choose to opt for a Dedicated Phone Service in conjunction with their SIP trunk. This delivers your phone over a separate internet connection to ensure good call quality and includes an enhanced service level agreement with NBN for a 4-hour fault rectification between 7am-9pm. This service costs \$89 per month and may incur a connection fee of \$297

Other information

Usage

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via [MyAussie](#).

Our support hours are constantly expanding – check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint

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