

Critical Information Summary

SIP trunks

Service to be provided: Allows businesses to adapt their legacy in-house phone systems to connect to the internet, so they operate as a VoIP system.

Monthly costs excluding hardware	
Minimum Monthly Charge	\$20 plus calls (Basic service)
Maximum Monthly Charge	\$120 plus international calls/13 numbers (premium service)
Early Termination Charge	\$0
Minimum Term (Months)	1 Month

Information about the service

What is the service?

Aussie Broadband’s SIP trunk service allows businesses to adapt their legacy in-house phone systems to connect to the internet, so they operate as a VoIP (Voiceover Internet Protocol) system.

Where is it available?

This service is available anywhere that we can supply an NBN broadband connection.

What do I need to access the service?

You will need:

- an active Aussie Broadband NBN plan
- a fixed voice telephone system to be supplied by you (usually your existing legacy system)
- an Aussie Broadband-supplied analogue to VoIP adapter (see equipment fees for more details)

NOTE – Any phone system changes (eg, features or functions) will need to be made by your own phone support team. We suggest you have them onsite for installation/setup.

Minimum term of the service

This service is month-to-month with no fixed term.

What is included?

Inclusions depend on the plan that you choose, see table.

Call charges	Basic	Premium
Calls to local and national numbers	15c per call	Included
Calls to Australian mobiles	15c per minute	Included
Calls to “13” numbers	35c per call	35c per call
International calls	As per our website	

Do I have to bundle anything with the service?

You will need an active Aussie Broadband NBN internet connection. This is a separate service and its costs are not included on our SIP trunk plans listed here. Internet connection costs will depend on the speed and data plan that you choose.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill,
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at aussiebroadband.com.au/legal

Call quality is dependent on the quality of your internet connection.

Aussie Broadband does not provide access to Premium call services such as 1900 numbers.

By default, access to International numbers are blocked to prevent bill shock. You can request access to International numbers by calling our sales team on 1300 880 905.



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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 incl. 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 additional 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

Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

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

Aussie Broadband Limited

PO Box 3351
Gippsland Mail Centre
Victoria 3841
P 1300 880 905
F 1300 121 677
E info@aussiebroadband.com.au

