

# Critical Information Summary: SIP Trunks - PSB SIP Flex 8



## Information about the service

Phone Systems Brisbane (PSB) Sip Trunks is a Voice Over Internet Protocol service.

Your plan is for a post-paid SIP Trunk Service. It gives you access to our network, a phone number, and lets you make and receive calls from your SIP trunks to other landlines and mobile phones. In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+.

You will also need an IP enabled PBX and may need extra hardware depending on your requirements e.g. phones, a router, switches.

We recommend that the service be accessed with hardware supplied or approved by us, using a broadband ADSL2+ or SHDSL service supplied by us to our specifications.

## Bundling Requirements

No bundling requirements for this service.

## Minimum Term

There is no minimum term with this service.

## Availability

You can choose SIP Trunks if you have an ABN or ACN, and are a business customer. SIP Trunks requires an active internet connection. Although not compulsory, Phone Systems Brisbane recommends using a Phone Systems Brisbane ADSL or SHDSL connection, dedicated for voice.

## What is included and excluded?

Calls between SIP trunks on the same account are included in the monthly charge. Additional charges apply for other call types.

## Equipment

Although not compulsory, Phone Systems Brisbane offers equipment in conjunction with this plan. To make calls you will need IP Telephone Handsets to connect to the Ethernet port of your ADSL2+ modem router, or an alternative Gateway device.

## Information About Pricing

### Minimum monthly charge

Your minimum monthly charge is \$79.00 – This is for 10 x new DID numbers. You pay an additional amount for the calls you make each month which are not included in the minimum monthly charge.

## Included Calls

Calls between SIP trunks on the same account are included in the monthly charge.

## Early Termination Charge (ETC)

There is no ETC. Service can be cancelled at any time, pro rata charges for monthly usage.

## Call Charges

Description	Cost
Local Calls	11 c
National Calls	11 c
Calls to Australian Mobiles	23.1c per minute
Calls to 13 Numbers	33c per call
International Calls	View rates at <a href="http://phonesystemsbrisbane.net.au">phonesystemsbrisbane.net.au</a>

\*\*Calls are billed for the first minute or part thereof, and then per sec

## What it costs for some basic usage

Usage	Cost
Making a 2 minute standard national mobile call	46.2c

## Additional Charges

### Service connection charges

Description	Cost
Setup fee	\$66.00
Porting Fee, if moving an existing single fixed line number to SIP Trunks	\$110.00
On site installation if required.	\$154.00 / Hr

### Service Fees

Description	Cost per Month
Geo Number per number	\$11.00
DID number	\$5.50
DID block of 10 numbers	\$33.00
DID block of 50 numbers	\$132.00
DID Block of 100 numbers	\$176.00
Router setup if required.	\$88.00

### Equipment

Description	Cost
Draytek 130 Router	\$198.00
OBI ATA110	\$96.80

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## **Billing**

Your service is invoiced on the same date each month (Due 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. Your first invoice will be higher because it will include a partial Monthly Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

## **Other Information**

Phone Systems Brisbane's SIP Trunks Service is a Voice over Internet Protocol (VoIP) service and requires a suitable terrestrial broadband Internet connection. The service including '000' dialling, will not function in the event of a power failure or disruption or an Internet outage. If there is an interruption to the power supply, the service, including '000' dialling will not function until power is restored. Digital Phone Service is not suitable if you are a customer with a serious illness or life threatening condition, if you require disability services, if you have a back-to-base home alarm system or if you require an uninterrupted phone line.

## **Call and Data Usage Information**

Phone Systems Brisbane customers can obtain information:

- On Phone Systems Brisbane usage pricing at [www.phonesystemsbrisbane.net.au](http://www.phonesystemsbrisbane.net.au)
- On their Phone Systems Brisbane data usage and billing at [www.phonesystemsbrisbane.net.au](http://www.phonesystemsbrisbane.net.au)

## **Customer Service Contact Details**

You can contact Phone Systems Brisbane Customer Service by calling **07 3166 8899**: or by emailing [customerservice@phonesystemsbrisbane.net.au](mailto:customerservice@phonesystemsbrisbane.net.au)

## **Dispute Resolution Process**

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the feedback contact page on our website at [www.phonesystemsbrisbane.net.au/contactus](http://www.phonesystemsbrisbane.net.au/contactus) or

by emailing [customerservice@phonesystemsbrisbane.net.au](mailto:customerservice@phonesystemsbrisbane.net.au)

Our complaint handling policy can be downloaded at <http://www.phonesystemsbrisbane.net.au/support/policies>

## **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).