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

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 $552.00 – This is for 8 x SIP Trunks & 10 DID numbers.

Included Calls

All calls included except for International calls, fair use policy applies.

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	**FREE**
National Calls	**FREE**
Calls to Australian Mobiles	**FREE**
Calls to 13 Numbers	**FREE**
International Calls	**View rates at phonesystemsbrisbane.net.au**

**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	**FREE**

Additional Charges

Service connection charges

Description	Cost
Setup fee	$66.00
Porting Fee, if moving an existing fixed line number to SIP Trunks	$110.00
On site installation if required.	$220.00 per hour

Service Fees

Description	Cost per Month
Geo Number per number	$11.00
DID number	$3.30
DID block of 10 numbers	$27.50
DID block of 50 numbers	$110.00
DID Block of 100 numbers	$165.00
Router setup if required.	$88.00

Equipment

Description	Cost
Draytek Router	$110.00
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

IPGEN customers can obtain information:

- On Phone Systems Brisbane usage pricing at www.phonesystemsbrisbane.net.au
- On their Phone Systems Brisbane data usage and billing at www.phonesystemsbrisbane.net.au

Customer Service Contact Details

You can contact Phone Systems Brisbane Customer Service by calling **07 31 66 88 99**: or by emailing 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 or by emailing 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.

Phone Systems Brisbane Pty Ltd ABN: 97 635 266 828   Ph: 07 31 66 88 99   Fax: 1300 78 2205
Further Information: www.phonesystemsbrisbane.net.au
Information is current as of 1/3/2015, is subject to change without notice and all prices quoted include GST