

CALLNET SIP TRUNK

BUSINESS PLANS

Callnet offers reliable SIP Trunk solutions to businesses, providing a cost-effective and scalable alternative to traditional phone lines. With Callnet's SIP Trunks, businesses can make and receive voice calls over the internet, enhancing call quality and enabling greater flexibility. The service supports multiple concurrent calls, integrates seamlessly with existing phone system (subject to application), and offers features such as Direct Inward Dialing (DID) numbers. Callnet's SIP Trunk solutions help businesses streamline communication while reducing costs, with expert support available for setup, configuration, and maintenance.

* All prices are exclusive of GST

Callnet SIP Complete

Minimum Monthly Charge

\$39

Minimum Term

12 Months

Minimum SIP Channel

1 Channel

Setup Fees

Price on Application

Price varies depending on several factors, including the type of phone system and the complexity of the setup.

Early Termination Fees

\$0

Minimum Porting Fees

\$199

The listed price covers up to 100 numbers. If you need to port more than 100 numbers, additional fees will be discussed with you prior to submitting the order.

DID Monthly Charges

1 DID - \$2.50
10 DID Block - \$20.00
100 DID Block - \$39.00

A DID Block consists of numbers arranged sequentially within a specified range (e.g. xx xxxx xx10 - xx xxxx xx19). Single numbers that do not belong to a block are billed at the rate of one DID per number.

What Is Included?

This service includes unlimited calls to local, national, and mobile numbers. It requires a phone system - either new or existing - for it to function.

Minimum Term of Service

The minimum term for this service is 12 months, billed monthly.

Setup Fees

The setup fee for this service is determined on a price-on-application basis, as it varies depending on factors such as the type of phone system and the complexity of the setup. A setup fee will be confirmed before your order is submitted. For an estimated setup cost based on your specific setup, please contact our Customer Support Team.

Termination Fees

To cancel your SIP Trunk service, you must notify us in writing via email. No termination fees apply for this service.

Minimum Monthly Charge

The price listed is for one SIP channel, which supports only one active call at a time, whether it's inbound, outbound or internal. When selecting the number of SIP channels, it's important to consider your environment and the number of simultaneous calls your business will require.

13/1300 Calling Fees

Calls to 13/1300 numbers are billed at \$0.35 per call.

SIP Trunk Activation Fee

A \$10 SIP Trunk activation fee applies to all SIP Trunk setups. This is a one-time flat fee, regardless of the number of channels purchased.

Number Options

You can either purchase a brand new number(s) (1, 10 or 100 DID block) or port your existing numbers from your current provider.

Installation and Training

The setup fee for your plan covers setup of SIP Trunks in your phone system including the porting process.

Additional Charges

Most SIP Trunks are setup with Basic access, which is included in the monthly fee. Premium options are available for additional features like call forwarding or voicemail if your existing phone system doesn't offer these. The available premium options are:

- SIP Trunk Premium Access (No Voicemail) - \$30.00
- SIP Trunk Premium (Voicemail, Comportal, Call Manager) - \$30.00

Service Charges

Service charges commence from the day Callnet activates your service. Your first bill will be pro-rated from the activation date to the 27th of the month, and will also include a month in advance. As a result, your initial bill may be higher than your regular monthly plan fee. After the first month, your bill will return to the standard monthly charge for your plan.

Billing Information

You will be billed on the 28th of each month for the full monthly plan fee based on your selected plan(s). The billing period covers from the 28th of the current month through to the 27th of the following month. You will receive your bill via email approximately 3-5 days after the 28th.

Payment Information

You can pay your monthly charge(s) by BPay, Credit Card, Australia Post Billpay, Cheque, Direct Deposit or Direct Debit, with payment due by the 15th of each month. To set up Direct Debit, please contact our Customer Support team.

If payment is not made by the due date, a \$10.00 late payment fee will be applied to your next bill. If you are experiencing financial hardship, please reach out to our Customer Support team to discuss available options.

Fair Use Policy

You are required to comply with our Fair Use Policy and refrain from using your services in an unreasonable or fraudulent manner, or in a way that negatively impacts the integrity of the network. If you breach the Fair Use Policy, we may take action, including suspending or cancelling your service. You can view our Fair Use Policy on our website at www.callnet.com.au/policies

Special Promotions, Extras and Subscriptions

This summary doesn't include information on special promotions, optional extras, or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras, and subscriptions.

Other Information

Customer Service

We have an Australian-based team ready to assist you with any technical support, account queries, or sales questions. Our Customer Support team operates Monday - Friday 9am - 5pm.

Complaints

If you are not satisfied with your service, you can follow our dispute resolution process. For more information, please view our Complaints Handling Policy at www.callnet.com.au/policies

Ombudsman

If you remain unhappy 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 reached by calling 1800 062 058 or by visiting the TIO website at www.tio.com.au/complaints

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