

Information About This Service

Service Description

SIP Trunking enables businesses to consolidate their Voice and Data network, reducing capital and operational costs. Our Personal Accounts Service and management tools will provide you with the complete business package. If your IP-PBX phone system is disrupted by the lack of data connection, you can stay connected with your customers by utilising SIP Trunking Plus. We provide SIP Trunking Plus system as stand-alone service.

Direct In-Dial (DID) Numbers

The direct in-dial numbers are the phone numbers that your callers use to dial your Business VoIP service. The plans have a set of number of DID numbers. Additional numbers are available:

- \$ 3.00 Per month for the individual DID numbers
- \$45.00 Per month for a block of 100 DID numbers

Minimum Term

The contract is for 36 months.

Your Call Charges

Call rates are charged on per minute. Calls are billed pro-rata basis i.e. 1-second increments. Any fixed line service including phone lines and VoIP is included in Landlines. Calls to Nextel VoIP users are FREE as well as all internal calls (on net)

Information About Pricing

Service Details	SIP
Monthly Charge	@ \$ 12.95 ea pm
Establishment charge (once-off per service)	Free of charge
Number of Lines (i.e. SIP sessions)	2
Included Direct-In-Dial (DID) phone number	\$ 3.00 ea PM
Included Direct-In-Dial (DID) 100 number range	\$ 45.00 ea PM

Call Type	\$ Charge	Detail
Local	10c	Untimed
National calls	8c	Per min
Calls to mobile	15c	Per min
Calls to 13/1300	35c	Per call
Calls to other Nextel VoIP users		FREE
International calls (per second)	Rate card	Per min

Inclusions

- Internal customised call routing
- Redundancy call forward for no contact
- Redirection for do not disturb
- No connection charge
- No flag fall charges

Exclusions

- A bespoke set up and delivery fee will be set in all proposals – depending on the time and difficulty of each installation.
- Porting of your numbers is charged if you want to transfer your existing phone number to your SIP Trunk or IP PBX service. \$ 9.00 per PSTN line and \$ 990 per 100 Number range
- A data connection for SIP is required – We provide services for or SIP connections, However BYO services are otherwise connected in the knowledge that the service is the carrier responsibility for quality and up time.
- Dishonour and Overdue Account Administration charges may also apply if the bills are unpaid.

Cancellation

If any you want to cancel the services, we need a three-month written notice to discontinue your service. If you cancel the following fees apply.

- Monthly fixed charge for each SIP line and DDI cost associated with it multiplied by the term left on the contract.
- Call charges will be averaged from the previous months multiplied by the term left to run.

Total Minimum Cost

The Total Minimum Cost for SIP Trunking is

- SIP line + DDI charge + connection fees + associated call made on that connection

Further enquiries

Please call **139 139** for all questions and enquiries

Customer Support

- Email: complaints@nextel.com.au
- Phone: **139 139**