url networks
stress-free telecommunications

Critical Information Summary: SIP Trunk (Per Channel)

Description of the Service

Our SIP Trunk service provides a convenient way to connect your existing Office Phone System to our VoIP network.

Plan Summary

Minimum monthly charge	$10.00
Maximum monthly charge	$10.00 *excluding calls*
Total minimum cost	$10.00
Minimum term applicable	1 Month

Information About the Service

A SIP Trunk service is used to connect your office telephone system to our Voice Over IP (VoIP) network. Using a SIP Trunk allows you to cut down on the number of phone lines you require and reduce your call costs all at the same time.

A minimum term of one month is required for a SIP Trunk service. If you wish to cancel your service we require written notice one full calendar month in advance of the termination date.

What is Included

- Web based self-management interface to control your service
- Ability to make and receive telephone calls
- Competitive call rates

What is not Included

- Hardware
- Internet connection
- Number porting fees (apply if you wish to transfer your number from another carrier)
- Dishonour and late payment fees
- Premium Inbound Number such as 13/1300/1800, Virtual Mobile or International Numbers

Important Restrictions

- This service is not suitable for use with Mobile Broadband
- International phone numbers cannot be ported from us to another carrier

Important Qualifications

We may suspend or cancel the service if:

- You do not pay your bill
- Breach our fair use policy - url.net.au/fair-use
- You are abusive to our staff

All prices include GST and are valid as of 28/8/20.

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Information About Pricing

Monthly charges:

Total Channels	1
Local Phone Numbers	1
Additional Local Numbers	$1.50 (per number)
Monthly Fee	$10.00
Calls to Australia Local	$0.10 per call
Calls to Australia National	$0.10 per call
Calls to Australia Mobile	$0.16 per minute
Calls to Australia 13/1300	$0.30 per call
Calls International	from 2c per minute

Call Cost to Australian Mobile

The cost for a 2-Minute call to an Australia Mobile number is $0.32

Other Potential Costs

- If your office PABX does not have VoIP capability you may require a VoIP device to connect your PABX options are available via https://www.url.net.au/hardware

Number Porting Fees

If you have existing numbers to transfer from another provider then additional charges will apply. The current number porting fees are:

- Simple Port (Category A) - $30 per number
- Complex Port (Category C) 1-5 Numbers - $120 per port
- Complex Port (Category C) 6-100 Numbers - $220 per port
- Complex Port (Category C) 100+ Numbers - $500 per port
- 13/1300/1800 Setup - $50 per number

Other Information

This is a summary only. For full product details, including all fees and charges please visit: url.net.au/services/sip-trunk/

Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

Usage Information

You can always keep track of your monthly call spend by visiting dashboard.url.net.au select **Billing** followed by **Unbilled Calls**

You can also enable call spend notifications by doing the following steps:

- Once logged in click **Billing**
- Click **Details**
- Set the field **Call Spend Limit** to a notification amount
- Click **Save** to apply

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: www.url.net.au

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting: url.net.au/about/legal-information and clicking **Complaints Handling**

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au

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