

Business SIP Trunk



Unlimited local, national and mobile calls · Priced per channel · Keep your numbers

This summary sets out the key facts about this plan: what you get, what it costs and the conditions that apply, so you can compare it with other offers. It is a summary only. Read it with your service agreement and our standard terms at aandstc.com.au/terms. All prices include GST.

1 Summary of this offer

	Month to month	12-month minimum term
Minimum monthly charge	\$39.60 One channel and one number	\$39.60 One channel and one number
Maximum monthly charge	Not fixed Your channels and numbers, plus calls to 13 and 1300 numbers, overseas calls and section 5 charges	Not fixed Your channels and numbers, plus calls to 13 and 1300 numbers, overseas calls and section 5 charges
Minimum total cost	\$46.20 One month, plus \$6.60 channel activation	\$481.80 12 × \$39.60, plus \$6.60 channel activation
Early termination charge	\$0 No minimum term. Cancel at any time.	\$110 Flat, only if you cancel within the minimum term
The service	A SIP trunk that connects your business phone system to the phone network over your internet connection. Each channel carries one call at a time, in or out.	
Calls included	Unlimited standard calls to Australian landlines and mobiles, 1800 numbers, and landlines and mobiles in New Zealand.	

2 About the service

What's included

- Unlimited standard local, national and Australian mobile calls
- Calls to 1800 numbers, and to landlines and mobiles in New Zealand
- As many channels and numbers as you need
- Keep your existing numbers
- Support from our Ipswich team, Monday to Friday

What you need

A broadband connection, from us or another provider, and a phone system that supports SIP: our managed phone system or your own compatible system. Call quality depends on your internet connection, so we set your router to put calls first.

Keeping your numbers

We can move your existing numbers to us (section 4 lists the charges). The move cancels them with your old provider, so check its exit charges first.

What it doesn't support

Calls to premium 19xx numbers, fax machines, EFTPOS or HICAPS terminals, dial-up modems, and alarms or monitoring that need a traditional phone line.

Who provides the network

We supply this service through our wholesale voice network partner. A&S Total Comms is your provider and is responsible for your service, billing and support.

3 Calls, numbers and safety

Emergency calls

You can call 000 on this service. Emergency services see the address we hold for your numbers, so tell us straight away if you move. Calls won't work in a power or internet outage; keep a charged mobile handy.

Overseas calls

Overseas calls are charged per minute at our international rates and are switched on by default. Ask us to block them if you don't need them.

4 Other charges that may apply

Charge	Amount
Channel activation One-off, for each channel.	\$6.60
Extra phone numbers Most businesses need one. Add more at any time.	\$6.60/month each
Calls to 13 and 1300 numbers Per call, any length.	33¢ a call
Calls to overseas numbers Per minute, at our international rates. Ask us for a rate before you call.	Varies
Moving a number to us (simple port) A single number from another provider.	\$26.40
Moving numbers to us (complex port) 1–5 numbers \$126.50; 6–100 numbers \$254.10; more than 100 numbers \$379.50.	From \$126.50

5 Your agreement, bills and payments

Bills and payment

Monthly in advance for your channels and numbers, and in arrears for calls, by email; the first bill includes a part-month charge. Call or email us for your call records at any time. Pay by bank transfer, credit card or debit card by the due date. No payment method has a fee or surcharge.

After your minimum term

Your plan continues month to month at the same price, and you can cancel at any time without an early termination charge.

Changes we make

If we change your plan, price or terms in a way that is detrimental to you, we give you at least 30 days' notice, and you can cancel without an early termination charge.

Changing your service

Talk to us to add or remove channels or numbers. Changes are billed from the day they're made.

Cancelling

Cancel at any time by phone or email, with no notice period. Charges already billed for the current month aren't refunded. Within a 12-month minimum term, the \$110 charge applies. Moving your numbers to another provider cancels them with us. Your Australian Consumer Law rights are not affected.

Fair use and your information

Unlimited calls are for normal business calling, not call centres, telemarketing or automated dialling, under our Fair Use Policy at aandstc.com.au/legal-documents. We may suspend the service for misuse, or for unpaid bills after notice. Our privacy policy is at aandstc.com.au/privacy. You can choose whether your numbers appear in the White Pages.

6 Help, complaints and the Ombudsman

Contact us

07 3173 1445
accounts@aandstc.com.au
Monday to Friday, 8am–5pm AEST

Complaints

Contact us first and tell us the outcome you want. Our process is at aandstc.com.au/complaints.

Telecommunications Industry Ombudsman

Free and independent, if we haven't resolved it: 1800 062 058, tio.com.au.

Interpreter: TIS National 131 450. National Relay Service: accesshub.gov.au/about-the-nrs. Trouble paying? Contact us early; see our financial hardship policy at aandstc.com.au/hardship.