



# Business Grade SIP Trunking

## Critical Information Summary for your 16 channel SIP trunk plan

### Information about the service

Here's a quick summary of all the important bits about your plan.

It covers things like how much you need to pay each month.

In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as nbn.

You will need an Internet connection to access this service and may need extra hardware depending on your requirements e.g. router and switches.

We recommend that the service be accessed with hardware supplied or approved by us, using an nbn or fibre service supplied by us to our specifications.

### What's Included and Excluded?

Your SIP trunk plan includes 16 SIP trunk channels. The monthly fee is \$105.00 per month.

No calls or equipment are included in this plan.

Additional charges apply for calls not included in your plan. The main charges are:

- Number charge:  
45c per number per month.
- Local calls: 10c per call
- National calls: 10c per call,
- Calls to mobiles (any network):  
20c per minute
- Calls to 13/1300 numbers: 40c per call

Calls to mobiles (any network) are charged in 60 second increments with a first minute minimum call charge of 20c.

## Calls to International Numbers

Calls to Goodtel's top 10 international destinations are charged at 10c per 30 seconds with a first minute minimum charge of 20c.

Different rates apply to call other international numbers. All international calls are charged in 30 second increments. For all international call rates, see <http://www.goodtel.com.au/help/international-c-all-rates>

## Information about pricing

Your minimum monthly charge on this plan is \$105.00.

## Early termination

There are no early termination fees associated with this plan.

## Other Information

### Directory Listing

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

### Equipment

An IP telephone handset (or soft phone) is required in order to use this plan. This is not included in the plan. We recommend purchasing an approved IP handset from Goodtel. This will be supplied pre-configured and will allow it to be managed remotely. If you choose to use an un-approved IP handset it is not possible to guarantee quality of service.

### Direct debit and email bills

All accounts with Goodtel must be setup on direct debit from either a bank account or credit

card. If your account is not set up on direct debit your service may be suspended until a direct debit is in place. Goodtel delivers all bills via email and does not provide an option for printed bills.

## We're here to help

If you have any questions, just call us on 1800 114 663 so we can serve you better. Or you can visit us at [www.goodtel.com.au](http://www.goodtel.com.au) for additional information, including to access information about your usage of the service.

## Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.goodtel.com.au/policies](http://www.goodtel.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

## Usage Information

A spend management tool is available to all Goodtel customers free of charge via the Self Serve portal at: <https://myaccount-goodtel.oneplatform.com/>

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