

# SIP Trunk 30 Channels + 1 Number- Option A

## Information About the Service

### The service:

SIP Trunk 30 Channels + 1 Number - Option A is a telephone service. A single channel can make/receive one call. This service is used to connect your existing VOIP enabled PBX to a telephone network. This plan includes the SIP Trunk with 30 Channels + 1 Number

### Bundling:

This service is not part of a bundle.

### Mandatory components:

You require hardware or software with a SIP server installed to use this service. You will also need a working internet service which is not included.

### Minimum term:

The service is available on a month-to-month option or a minimum term of 12 months.

### Important Conditions:

If calls are allowed out, standard PSTN call charges apply for calls made from the service. Your plan does not include any calls from your landline.

Our call rates are subject to change. New rates are published in our new Critical Information Summaries, emailed to existing customers and posted in MYGB.

You have the option of adding additional incoming numbers to your service, 1 additional number costs \$1.65, 100 sequential numbers cost \$49.995

Calls made to numbers outside of Australia will incur additional charges.

## Information About Pricing

### Minimum monthly charge:

Minimum monthly charge	\$65.00
Minimum total charge for month-to-month	\$87.00
Activation Fee – month-to-month (Included in minimum total charge)	\$11
Minimum total charge for 12 months	\$790.99
Activation Fee – 12 Month Contract (Included in minimum total charge)	\$11
Minimum total charge for 24 months	\$1,565.48
Activation Fee – 24 Month Contract (Included in minimum total charge)	\$11

### Maximum monthly charge:

The maximum monthly charge depends on whether you use your line to make calls or use special features. If calls are allowed out, standard PSTN call charges apply for calls made from the service. Your plan does not include any calls from your landline.

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## Early termination charges:

If you cancel your service before your contracted term is ended, you will be charged an Early Termination Charge of: \$25.00 for Month to Month; \$31.2497500 multiplied by the months remaining for 12 and 24 Month Terms.

## Unit Pricing Information:

Monthly included allowance	None
Calls to Landlines (Flat)	\$0.12
Calls to Mobiles (Per Minute)	\$0.18
Calls to 13/1300 numbers (Flat)	\$0.32
Calls to 1223 (Flat)	\$0.64
Calls to 1225 (Flat)	\$2.5

## Other Information

### Usage Information:

You can monitor your calls in MYGB. Your phone system may enable you to monitor call logs in real-time and enter our call rates to get an estimated bill. Contact the provider of your system for more information.

### Enquires, feedback and complaints:

We are committed to ensuring that all feedback and complaints are addressed in an appropriate and timely manner. You can always email [info@gb.com.au](mailto:info@gb.com.au) if you have any questions, would like to give feedback or to make a complaint.

### Telecommunications Industry Ombudsman:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. GST is included in all values on this summary. Please contact us for further information or visit our website for our full Terms and Conditions (Standard Forms of Agreement). Summary valid as of April 2018.