

SIP – Product Terms & Conditions

This product refers to:

- A Voice product delivered either over the Internet or private access method into our SIP platform via either Vonex, Access4, or Aussie Broadband.
- This is a voice channel that allows connection from your PBX, ATA, IP Phone or Softphone to make and receive calls. This can also be provided as an eFax or Fax-to-Email service.

Product Details & Specifications

A SIP Trunk consists of multiple components.

- Channels, or number of concurrent calls.
- Indials, or number of numbers you have.
- Trunks, or number of unique services, with unique configuration details.

All SIP services come with 1 telephone number for each trunk ordered. Additional numbers are available at an additional cost and will be configured as a DIDs (Direct Indials).

We may provide Out of Area Geographic numbers when you request new numbers for your SIP Service. It is important to note:

- If you request Out of Area Geographic Numbers, you may be unable to port these numbers to another carrier when you choose to leave us.
- International calling barred by default on all SIP Services. If you wish to make international calls, please contact our Support team to have international calling activated. You will be required to sign a form outlining that you understand the risks of doing so prior to the unbarring being placed.
- You can port your existing numbers over to us under Local Number Portability (LNP)
- You are able to elect to have the outgoing CLI of the SIP Trunk over stamped with another number. This number must be a Full National Number (e.g., 02 1234 5678) and must be a number that you own and ported to your SIP Service provided by us. This number will display on your outgoing calls. If you do not elect to over stamp a number, your number will be private or display the number of the trunk or indial.

Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will provide the Service from the date the SIP trunk is activated (we will notify you when this happens).
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The date the SIP trunk is activated with us is the date the contract period of the service begins.
- If you request a “pre-port installation”, you understand that you will be billed for your services from us, as well as your losing provider, up until your services transfer across to our network.
- You understand that it is your responsibility to contact your losing provider and ensure they are no longer billing you for services that have transferred across, and that we cannot do this on your behalf.

Service Cancellation

If you choose to cancel your service, you will need to let us know in writing.

- The Early Termination Fee (ETF) is 50% of the Monthly Access Fee, times the number of all Channels, times the number of remaining months in the contract period.
- A 30-day cancellation fee (total minimum monthly cost of service) applies from Service cancellation date (The day we accept your cancellation request).

Order Withdrawal

If you withdraw the order prior to activation, a withdrawal fee may apply. This is dependent on how many business days past signing the paperwork the request is made.

- Between business day 0 to business day 10, please refer to our Cooling Off Period.
- For business day 11, up to 2 business days before the scheduled cutover of your service, 1 month of your monthly access fee will apply.
- If less than 2 business days until the scheduled cutover or installation – standard early termination fees as detailed in “Service Cancellation” above apply.

Faults

- The service provided is a best-efforts service. There are no financial rebates available for service performance, uptime, or fault conditions.
- In the event you have service difficulties, you can notify our Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- You are responsible for providing appropriate, correctly configured hardware (Modem, Router, Switches etc.) as required to use your service.