

See full product details at [www.alltel.com.au/sip-trunking](http://www.alltel.com.au/sip-trunking)

## INFORMATION ABOUT THIS SERVICE

### Description

Alltel SIP trunking is a business phone system that uses VoIP to consolidate lines into trunks, for existing IP-PBX systems.

### Minimum term

There is no minimum contract term.

### Inclusions

#### Block of Direct In Dial Number ("DID")

Each service is assigned 1 block of DID that customers use to call your business. More DIDs can be purchased for \$2.50 each/pm ex GST.

### Exclusions

#### PBX Configuration

The customer is responsible for the configuration of SIP trunks on your system.

#### Add-ons

No add-on services will be provided, aside from your trunk line.

#### Number transfers

Number porting charges may apply to transfer existing phone numbers (regular landlines/VoIP) to use with this SIP Trunking service.

### Qualifications

#### Internet access

You will need a suitable high-speed internet connection capable of 100 / 100 Kbps throughput speeds per active call.

#### Static IP

A static IP address is required for this service.

## INFORMATION ABOUT PRICING

All prices exclude GST.

### Minimum monthly charge

Your minimum monthly charge depends on the plan you choose.

PLAN	MINIMUM MONTHLY CHARGE
SIP1	\$9
SIP2	\$16
SIP3	\$24
SIP5	\$40
SIP8	\$64
SIP10	\$89
SIP15	\$135
SIP20	\$175
SIP30	\$265
SIP100	\$900

PLAN	MINIMUM MONTHLY CHARGE
SIP1 UNLIMITED	\$69
SIP2 UNLIMITED	\$136
SIP3 UNLIMITED	\$204
SIP5 UNLIMITED	\$340
SIP8 UNLIMITED	\$544
SIP10 UNLIMITED	\$689
SIP15 UNLIMITED	\$1035
SIP20 UNLIMITED	\$1375
SIP30 UNLIMITED	\$2065
SIP100 UNLIMITED	\$6900

### Setup charges & call rates

PLAN	ALL PLANS
Setup charge	\$55
Untimed domestic call rates (per call)	
Local/National	\$0.09
13/1300	\$0.30
Alltel to Alltel calls (same account)	FREE
Timed domestic call rates (per minute)	
Calls to mobiles	\$0.15

### Domestic

Call rates are quoted per minute and billed pro-rata in 1 second increments. No flagfall or call connection charge.

### International

Call rates are quoted and billed in per second. Calls to international numbers are billed a 15c flagfall cost. Please refer to the [international call rates](#).

### Plan upgrades and downgrades

Upgrades are available for this service and will be processed at the beginning of the next calendar month. Downgrades are not applicable for this service.

### Early termination charge 'ETC'

There are no early termination charges for this service, but we do require 30 days advance written notice of cancellation.

### SIP sessions and included DIDs

The number of lines (SIP sessions) and DIDs depend on your plan.

PLAN	SIP SESSIONS	INCLUDED DIDS	ADDITIONAL DID COSTS
SIP1	1	1	\$2.50
SIP1 UNLIMITED			
SIP2	2	1	
SIP2 UNLIMITED			
SIP3	3	1	
SIP3 UNLIMITED			
SIP5	5	1	
SIP5 UNLIMITED			
SIP8	8	1	
SIP8 UNLIMITED			
SIP10	10	1	
SIP10 UNLIMITED			
SIP15	15	1	
SIP15 UNLIMITED			
SIP20	20	20	
SIP20 UNLIMITED			
SIP30	30	30	
SIP30 UNLIMITED			
SIP100	100	100	
SIP100 UNLIMITED			

### Additional charges may apply

Additional fees and charges may apply, refer to our [Fees and Charges](#) schedule.

## OTHER INFORMATION

### Managing your service, including usage information

Log in to Alltel's customer portal at any time to view your services, track your usage, access reports, and access your bills.

### Enquiries, feedback, technical support, and complaints

Our expert Support team is here to help.

ALLTEL CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	<a href="mailto:support@alltel.com.au">support@alltel.com.au</a> / <a href="mailto:complaints@alltel.com.au">complaints@alltel.com.au</a>
Live chat	Start a session directly from <a href="http://www.alltel.com.au">www.alltel.com.au</a>
Fax	1300 255 855

Please refer to our [Complaint Handling Policy](#).

### Telecommunications Industry Ombudsman ("TIO")

You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you. Note that the services of the TIO are free of charge

TIO CONTACT DETAILS	
Phone	1800 062 058
Fax	1800 630 614
Online	<a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a>