

### Information About the Service

A SIP Trunk service is used to connect your office telephone system to our Voice Over IP (VoIP) network. Using a SIP Trunk allows you to cut down on the number of phone lines you require and reduce your call costs all at the same time.

A minimum term of one month is required for a SIP Trunk service. If you wish to cancel your service we require written notice one full calendar month in advance of the termination date.

#### What is Included:

- Web based self-management interface to control your service
- Ability to make and receive telephone calls
- Competitive call rates

#### What is not Included:

- Telephone hardware, this is sold separately - <https://url.net.au/hardware>
- Internet connection
- Number porting fees (apply if you wish to transfer your number from another carrier)
- Dishonour and late payment fees

#### Important Restrictions:

- International phone numbers cannot be ported from us to another carrier
- Included Local+National+Mobile not eligible for call centres, telemarketing, auto-dialers, automation, carriers or high call volume businesses
- Fair use policy applies - <https://url.net.au/fair-use>
- Plans apply to all extensions on a single service and cannot be mixed and matched

#### Important Qualifications:

- Requires a reliable high-speed internet connection

### Information About Pricing

#### Minimum Monthly Fee Schedules:

Plan	Minimum Monthly Charge	Included Channels	Included Local Phone Numbers
PAYG	\$10	1	1
PAYG-Premium (includes Voice VPN)	\$19	1	1

#### Call Charges:

Plan	Australia Local/National	Australia Mobile	Australia 13/1300
PAYG	10c per call	16c per minute	30c per call
PAYG-Premium (includes Voice VPN)	10c per call	16c per minute	30c per call

### Additional Local Numbers

All PBX plans include a set amount of Local Australian Phone Numbers (02,03,07,08 prefixes). Additional numbers can be purchased for \$1.50 per number, per month.

If you require 100 number block of sequential numbers, this is sold for \$50 per 100 number block.

### Other Information

This is a summary only. For full product details, including all fees and charges please visit:

<http://www.url.net.au/services/sip-trunks/>

### Billing Information

This service is billed on the 1<sup>st</sup> of every calendar month where the service fee is billed in advance and calls are charged in arrears.

### Usage Information

You can always keep track of your monthly call spend by visiting <https://billing.url.net.au> and selecting the "Unbilled Calls" link. This will display your current month's call spend. Call spend data is updated hourly.

You can also enable call spend notifications by doing the following steps:

1. Browse to <http://www.url.net.au> select "Client Login" then enter your login detail in the "Billing Portal" section.
2. Once logged in click "My Details"
3. Scroll down and set the "Call Spend Notification \$" to the desired value
4. Click "Save Changes" to apply

### We Are Here to Help

If you have any questions you can contact us via:

- Email: [support@url.net.au](mailto:support@url.net.au)
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

### Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting:

<http://www.url.net.au/legal/>

### Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: [www.tio.com.au](http://www.tio.com.au)