

SERVICE TERMS AND CONDITIONS

Critical Information Summary SIP Trunk

Clean, readable text edition for website publication.

Document	Critical Information Summary - SIP Trunk
Category	Critical Information Summary
Owner	C9 GROUP
Contact	1800 000 299 Sales@c9group.com.au

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Critical Information Summary - SIP Trunk

Key information for SIPTrunkvoiceserviceplans.

Document

Category

Critical Information Summary-Voice

Owner

Source version

1 January 2022

Contact

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C9 GROUP | Critical Information Summary - SIP Trunk

Critical information summary SIPTRUNKPLANS

Calling Plan

Service Description

C9 SIP Trunk service provides you with an IP voice service that allows for the calls Calling Plan must be nominated against the SIP Trunk. Only one Call Plan can be placed and received over public internet or private IP service using a SIP enabled assigned to SIP Trunk of your service. Channels assigned to SIP Trunk are Auoudaa anoeue ym uawdinba sasad awos d o was/s auoudala bidirectional, representing a single inbound or outbound call. Price below are ex adaptor). The service is provided using Session Initiation Protocol (SIP) delivered GST.

as voice lines over a SIP Trunk. Only one Calling Plan can be nominated against the SIP trunk of your service at given location.

CALLING PLAN ULTIMATE BASIC Please note internet connectivity is not included in the cost of SIP trunk and must \$20.00 \$45.00 Monthly Charge (per channel) be ordered separately - Minimum Total Cost (per channel) \$720.00 \$1620.00 Configuring the phone system or CPE is also not included in the cost of SIP trunk *ead

Included*

Local Calls

and must be ordered separately.

10 c per call**

Standard National Calls

14 c per min**

Standard Callsto Mobiles

Equipment & Service Requirement

35 c per cal** * ad

Callsto 1300 Number

You will need:

*Ousr Acceptable Use Policy applies.

an active C9 Business Internet plan Outbound ca laced ae hargedinne secndinrements, withnfla fall or connection charges applying.

pasoq jo waud-uo ue aseyund so was As auoudaja pajqeu dis ugsixa ue □ *** Calls to 3/1300 destinations are charged at a per calfixed rate and are telephone system from C9 GROUP. Get in touch with our sales

Untimed

team today on 1800 000 C9 X an C9 GROUP supplied analogue to Vo IP adapter (ATA) NOTE - Any Features such as Line Rental, Line Hunt and Calle ID are included in the cost above.

phone system changes (e.g., features or functions) will need to be made by your own phone support team. We suggest you have them onsite for By default, access to international numbers is blocked For International Callrates installation/setup.

or eligible countries see C9 GROUP/internationalcalls

Number Hosting Charges

Service Limitations and rest ric ti ons

Quality of voice on SIP Trunk service is dependent on customers internet Customer can either port their existing Geo numbers (Read more about porting connection to C9 x network. It is recommended that your internet service yun dis ano uo (Buuodjaqwnu/newossuogejunwwoogy uo saaj aqunu provides a minimum of 10 o Kbps uncontended bandwidth per voice channel service or get new numbers. The following monthly charges applies - Allenb aojo aoas no A anoudu o uoauip qpea u!

If you have an existing ISDN or PSTN service on the copper network and you Additional charge description Price ex GST switch to C9 SIP Trunk Service, you wil not be able to switch back once the \$5.00 per month order is complete.

Single Number

C9 GROUP does not provide access to Premium call services such as \$15.00 per month

10 Number Range

1900 numbers By default, access to international numbers is blocked to prevent bill shock.

100 Number Range

\$45.00 per month You can request access to international numbers by calling our sales team on

1800 000 C9 X

Customer Service, Support & Billing Enquiries

Customer Service Email: helpdesk@C9 GROUP

Minimum Contract Term & Early Termination Fees

Phone: 1800 000 C9 X (Option 3)

Minimum Term is 36 Months.

Technical Support Email: helpdesk@ C9 GROUP

Phone: 1800 000 C9 X (Option 2)

The C9 SIP Trunk Service plan supplied to the customer can be terminated by giving a 30 days' notice. ETF (Early Termination fees) is calculated as the monthly cost, multiplied by months remaining on the agreement.

Additional Information

Bundling Discounts

The C9 Si P Trunk service plan Critical Information Summary only outlines the You may be eligible for a discount on the monthly charge when bundling multiple critical information for SIP Trunk service and should be read in conjunction with C9 GROUP products and services. Please note any discount applied to the Our Customer Terms Agreement which can be located on the webpage monthly charge on your account will expire at the end of the term.

<https://www.c9group.com.au/service/termsandconditions>

Telecommunications Industry Ombudsman

Complaints Handling

If you are dissatisfied with the outcome of your complaint after following the If you have a dispute with C9 GROUP and wish to make a complaint, above process, you may contact the Ti IO (Telecommunications Industry please contact our complaint resolutions team, Ombudsman) for independent mediation. The TIO can be contacted by calling

Email: complaints@C9 GROUP

1800 062 058 or by visiting the TIO website.

Critical Information Summary NBN | Information is current as of 01 January 2022 and is subject to change without notice. Further information: [C9 GROUP/sip-trunking-australia/](https://www.c9group.com.au/sip-trunking-australia/)