

SIP TRUNKING: PAYG

Critical Information Summary

Information about the service

The Service:

SIP Trunking is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Focus Communications or by another service provider.

Bundling

In order to access the Service, you [may] need a dedicated or shared fixed line broadband Internet connection, such as ADSL 2+, NBN, SHDSL or Fibre service.

Mandatory components

You will need a broadband modem for the service to work. We recommend that the service be accessed with hardware supplied or approved by us. Please contact us for further information.

Minimum Term

The service is available with no minimum term, 12, 24 or 36 month terms.

Important conditions

If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported. Additional fees apply. Focus Communications plans do not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features.

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

We will bill you in advance for the minimum monthly charge and features, and in arrears for calls.

Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Fair Use Policy applies.

PAYG PLAN

Plan	Price (Monthly)	Setup Charge (Contract months)	Inclusions	Exclusions
		12		
SIP Trunking Per Channel (PAYG)	\$15	\$25	<ul style="list-style-type: none"> SIP Channel 	<ul style="list-style-type: none"> DIDs (\$1.00 per DID up to 99) 100 DID's - \$50 Unlimited standard, local, national calls and calls to mobiles Calls to 13/1300/1800 numbers and calls to international destinations**

SIP TRUNKING: PAYG

Critical Information Summary



All prices quoted are exclusive of GST.

*Setup Fee applicable to initial channel(s) setup only. **For international calls rates visit www.focuscommunications.com.au

Information about pricing

Minimum monthly charge:

Please refer to table on first page for pricing information.

Maximum monthly charge:

The maximum monthly charge depends on usage levels.

Early termination charges:

If you cancel your service prior to the end of your contract term, you must give us 30 days' notice, and you will incur an Early Termination Fee (ETF) equal to the sum of remaining months on your contract.

Voice call rates

	Flagfall	Cost per minute*
Local	No charge	\$0.09 per call
National	No charge	\$0.09 per call
Fixed to Mobile	No charge	\$0.18 per minute
Calls to 13/1300	No charge	\$0.25 per call

International Rates www.focuscommunications.com.au

Prices are ex GST

*Per minute rates are charged per second increments with 1 minute minimum call cost

Other information

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1800 600 999 or by sending an email to sales@focuscommunications.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

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. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of April 2018.