

Critical Information Summary – VoIP SIP Trunk

This Critical Information Summary (CIS) refers to the delivery of a VoIP service to IP PBX System over a suitable internet service. All pricing shown excludes GST.

Plan Name	Description	Minimum Cost (per SIP Channel)
Bronze SIP Trunk	No Included Calls/Credits	\$5
Silver SIP Trunk	\$25 credit per month for making calls	\$25
Gold SIP Trunk	Unlimited Local/National/Mobile calls	\$50

Information about the service

What is the service?

Our VoIP SIP Trunk service allows you to connect a compatible VoIP PBX System to make and receive calls via the PSTN/Mobile networks. All plans include unlimited inbound calls from National/Mobile Numbers.

Where is it available?

Our VoIP SIP Trunk service is available to anyone with a supported internet connected VoIP PBX System, either located on premises or in the cloud/datacentre.

What do I need to connect to this service?

You will need a supported internet connected VoIP PBX, please see our website for more information.

Contact/Minimum Term

This service is available on a no lock in, month to month, no fixed term contract, and may be cancelled at any time effective the end of the current billing cycle.

Plan Inclusions

Each plan includes 1 DID Number, additional numbers, or contiguous blocks of 10 or 100 numbers are charged separately.

SIP Channels

A VoIP SIP Channel allows 1 call to be made or received at a time. For example, 4 SIP Channels allows 4 calls to be made and/or received at the same time.

Premium Rate Services

Calls to premium rate phone numbers such as 1900 Numbers are not supported on this service.

Information about pricing

Standard Call Charges (Bronze Plan)

Local/National Numbers	\$0.06 per Minute
Mobile Numbers	\$0.08 per Minute
13/1300 Numbers	\$0.30 per Call
1800 Numbers	Free
Community & Network Services (11 & 12 Number Prefixes)	\$1.00 per call
International Numbers	From \$0.20 per minute, per rate card provided when international calling is requested.

Standard Call Charges (Silver Plan)

Call Charges for the Silver plan are the same as the Bronze plan pricing above, however it includes a 20% discount on all local/national and mobile call charges.

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Standard Call Charges (Gold Plan)

All Local/National/Mobile calls are free, subject to acceptable use policy. Other call charges per Bronze plan pricing above.

Setup Fee

There are no setup fees associated with this service.

Number Costs

Each plan will include 1 DID per SIP Channel, additional DIDs are priced per the following:

1 DID	\$0.50 per Month
Block of 10 DIDs	\$5.00 per Month
Block of 100 DIDs	\$50.00 per Month

Number Porting Fees

If you wish to port your number from your existing provider for use with this service, a \$15 porting fee is applicable for each Cat A (Simple/Single Number) porting request, or a \$250 porting fee for each Cat C (Complex/Multiple Numbers) porting request. A port rejection fee of \$25 or more applies to incorrectly submitted porting forms.

Other Possible Costs

There may be other costs associated with the use of this service, such as:

- Late Fees for payments made after the due date.
- Difference in monthly fee when changing to a different plan.
- Bundled/additional services such as an Internet service, 13/1300/1800 Numbers, Email & Web hosting service, and other services we may offer.

Pricing Changes

Overtime, we may increase or decrease pricing based on our costs and discounts we may offer, we will do our best to contact you via your provided contact methods before these changes take effect.

Other Information

Customer Service

You may contact us using a variety of methods, including phone calls, email, via our website contact form, and logging a ticket via our portal.

Website: <https://computus.au>

Portal: <https://portal.computus.au>

Email: support@computus.net.au

sales@computus.net.au

accounts@computus.net.au

Phone Call: 1300 793 683

02 4571 1676

Complaints

If you are not happy with your service or with a Customer Service Representative, you may use the above contact information to lodge a complaint.

Ombudsman

If you are not satisfied with the way in which we handled your complaint/dispute, you may contact the Telecommunications Industry Ombudsman (TIO) for independent assistance. You may contact them by calling 1800 062 058 or by visiting the TIO Website at

<https://tio.com.au/making-a-complaint>