

SIP Trunking

CRITICAL INFORMATION SUMMARY



Information about the service

VoIPcloud provides SIP trunking services to business customers, that allows for calls to be placed and received over an internet connection, from the customer's phone system or CPE (customer premise equipment). The SIP trunking service can be provided via public internet or via a private IP service, internet connectivity is not included in the cost of the SIP trunking service, and must be ordered separately if required. The customer is responsible for configuration of their own phone system. VoIPcloud can provide limited assistance in the setup of the customers' phone system.

Included features

A full feature set is provided and there are no limitations in functionality or features. Customers will have access to an online portal which will allow complete control over the SIP trunk configuration. Online knowledgebase articles, online chat, email and over the phone support is provided to the customer. There are no monthly subscription charges for access to the online portal to configure automatic failover to alternative destinations, in the event of a customer phone system or CPE failure.

Information about billing and pricing

SIP trunking services provided by VoIPcloud are supplied on a prepaid billing model. Sufficient credit must be maintained on the customer billing account at all times, to ensure there are no service interruptions. Prepaid billing models with a negative account balance will automatically have inbound and outbound services restricted. Post-paid billing models with 14-day payment terms, are available on customer billing accounts at the discretion of VoIPcloud, and a security deposit to cover one month's usage would be required. VoIPcloud may request an increased security deposit should monthly subscriptions and charges increase.

Customers will be provided with a username and password to access an online customer portal, which will allow the ability to control account billing, invoices, payment receipts and history, service subscriptions, and usage reporting.

SIP trunking service usage reports will be automatically emailed to the customer on the 1st calendar day of each month. VoIPcloud does not provide paper-based invoices, invoices will be emailed through to the nominated email addresses, configured from inside the online customer portal, every time a payment is made.

Automatic payments can be setup from stored bank cards, direct debiting facilities or a PayPal account, configured from inside the customer portal.

Service contract term

The minimum contract term with all SIP trunking services is one month from the 1st calendar day of each month. This is also known as a month to month rolling term. New SIP trunking services are billed on a pro-rata basis from the day of the new service subscription, to the end of the calendar month. Services unsubscribed during a billing period are non-refundable. SIP trunking services can be subscribed to, or unsubscribed from, inside the online customer portal.

A maximum of one calendar month's cancellation notice is required for all SIP trunking services, except customer accounts on a trial status, no cancellation notice is required for any trial account. Cancellation of services are conducted through the online customer portal, or in writing to our support department. No early termination fees apply for SIP trunking services.

Monthly charges (AUD including GST)

The minimum and maximum monthly charges with SIP trunking services will depend on a range of factors. These factors included the number of SIP trunk channels, quantity of inbound phone numbers (DID's), the SIP trunk plan, and the total call charges outside any included number of calls or included value of minutes.

The minimum monthly charge for a SIP trunk assigned a single SIP channel on the SIP Line PAYG plan or SIP Line - Call Centre plan, would be \$1.50 plus the number of outbound minutes placed to all destinations, charged at the rates assigned to the SIP Line PAYG plan or SIP Line - Call Centre plan respectively. The minimum monthly charge for a SIP trunk assigned a single SIP channel on the SIP Line Unlimited plan, would be \$29.95 plus the number of outbound minutes placed to all destinations, outside Australian local and national, Australian mobiles, charged at the rates assigned to the SIP Line Unlimited plan. The minimum monthly charge for a SIP trunk assigned a single SIP channel on the SIP Line Unlimited Plus plan, would be \$37.95 plus the number of outbound minutes placed to all destinations, outside Australian local and national, Australian mobiles, 13/1300 shared-cost, and the free calls to 50+ destinations, charged at the rates assigned to the SIP Line Unlimited Plus plan.

The maximum monthly charge with all SIP trunking services is not limited or calculable however, will work out to be the number of SIP channels, the assigned SIP trunk plan subscription charge (SIP Line PAYG, SIP Line - Call Centre, SIP Line Unlimited or SIP Line Unlimited Plus), the number of inbound fax to email licenses at \$8.35 per license, the number of PBX Microsoft Teams device licenses at \$3.35 per license, the quantity of inbound numbers (DID's), and the number of minutes placed to destinations charged at the rates assigned to your selected SIP trunk call plan (SIP Line PAYG, SIP Line - Call Centre, SIP Line Unlimited or SIP Line Unlimited Plus). Additional inbound channels are \$1.50 per channel per month for all SIP trunk plans, plus the number of outbound minutes placed to all destinations, charged at the rates by the assigned SIP trunk call plan.

SIP trunking service subscriptions are charged to the customers billing account on the 1st calendar day of each month. SIP trunking service subscriptions apply monthly regardless of how much the system was used in any particular monthly. 30-day's notice will be provided in the event of a subscription fee change in advance, should the change be in relation to a service subscribed to the customer. SIP trunking service subscriptions and call rate charges may be subject to change from time to time. International rates and free calls to 50+ destinations are subject to change without notice.



Full information on all SIP trunking service plans and rates, can be found from inside the online customer portal, or on request from our support department.
<https://au.voipcloud.online/customer>

Outbound call rates

Each SIP trunk in the customer portal must be assigned its own call plan to make outbound calls. SIP trunks without a call plan assigned will not be able to place outbound calls. The customer can assign the SIP Line PAYG, SIP Line - Call Centre, SIP Line Unlimited or the SIP Line Unlimited Plus call plan. Channels assigned to SIP trunks are bidirectional, representing a single outbound or inbound call. SIP trunk call plans that include an unlimited calling package, SIP Line Unlimited and SIP Line Unlimited Plus, are subject to an outbound simultaneous channel limitation per the number of channels subscribed as per call plan. Please note that SIP Trunk channels and call plan channels can differ. e.g. You may have 10 channels assigned to the SIP trunk at \$1.50 per channel with a SIP Trunk call plan assigned that covers 2 channels. This will result in maximum 10 simultaneous inbound calls, but will be limited to maximum 2 simultaneous outbound calls. A fair usage policy applies with all call plans that include an unlimited calling package, SIP Line Unlimited and SIP Line Unlimited Plus.

Outbound calls placed to destinations outside included unlimited destinations are charged in one second increments, with no flag falls or connection charges applying. Calls to 13/1300 shared-cost destinations are charged at a per call fixed rate and are untimed. Calls to Australian local and national destinations are charged at a per call fixed rate and are untimed or under SIP Line - Call Centre call plan are charged in one second increments, with no flag falls or connection charges applying. Additional inbound channels are \$1.50 per channel per month for all SIP trunk plans, plus the number of outbound minutes placed to all destinations, charged at the rates by the assigned SIP trunk call plan.

The maximum charge for making a 2-minute call to a standard Australian mobile destination on the SIP Line PAYG and SIP Line - Call Centre call plan, would be \$0.098 AUD including GST. SIP trunking service plans and assigned rates including international destinations can be obtained from within the online customer portal. International rates are enabled by default, charged in 60 second increments, and can be disabled from within the online customer portal or on written request to our support department.

Cancellation fees and payment charges

There is no cancellation fee with SIP trunking services however, the maximum charge is the total amount of the monthly service subscriptions. As an example, if you have a 2 channel SIP trunk assigned the SIP Line PAYG plan, and 2 inbound Australian geographic phone numbers (DID's), the maximum charge would be \$4.30 AUD including GST. The table below outlines the charges that are applicable for late payments on post-paid customer billing accounts and account suspension reconnections. Invoices for post-paid customers that are overdue by 7-days will be issued a \$15.00 late payment charge. This charge does not apply to prepaid customer billing accounts. Customer accounts that are suspended for non-payment will be issued a \$50.00 charge for the reconnection of service.

Description	Price AUD (inc GST)
Post-paid account late payment charge	\$15.00
Reconnection of suspended service	\$50.00

Service limitations and restrictions

- Premium rate numbers (190x) cannot be dialled from a SIP trunking service. Calls placed to 190 Australian destinations will not connect.
- Quality of the SIP trunking service is dependent on the customer's internet connection to the VoIPcloud network.
- Caller ID cannot be guaranteed to international destinations with the SIP trunking service.

Service suspension and cancellation for non-payment

If a billing account is overdue by more than 30-days, VoIPcloud reserves the right to suspend the service. Should the billing account remain overdue for more than 60-days, the service will be cancelled and all inbound numbers (DID's) will be released. Numbers, once released, cannot be re-connected.

Call diversion rates

External call diversions can originate from various features from within the call flow configuration, a SIP trunk, Call Queue, Ring Group, Call Diversion, and DISA objects.

Call diversions that originate from a SIP trunk will be charged the rates that are associated with the call plan assigned to the SIP trunk. Call diversions that originate from any feature outside the SIP trunk object will be charged the rates that are assigned to the hosted PBX PAYG Starter call plan. As an example, a 2-minute diversion call to an external Australian landline, from a Ring Group object would be \$0.09 AUD including GST, a 2-minute diversion to an external Australian mobile from a Call Queue object would be \$0.098 AUD including GST.

Fair use policy apply to unlimited destinations

All SIP trunking services are protected by a fair usage policy. The fair usage policy has been specifically designed to protect the quality and service of the VoIPcloud network.

Fair use policy details can be viewed here:

https://www.voipcloud.online/pdf/Fair_Use_Policy.pdf

Should it be determined that a SIP trunking service is being used in an inconsistent manner, with the normal inbound and outbound usage patterns, for the service selected, VoIPcloud has the right to suspend or disconnect the SIP trunking service immediately. Additionally, VoIPcloud reserves the right to automatically move the service over to an adequate call plan for the usage patterns if the fair usage policy is violated. Should the fair usage policy be breached a warning notification will be sent to the customers registered email address.

Additional information

Account balances and service usage information can be obtained from within the online customer billing portal: <https://au.voipcloud.online/customer>

This document only outlines the critical information summary and should be read in conjunction with the VoIPcloud Master Services Agreement, Voice (IP) Service Schedule and SLA, Porting Terms and Conditions, and service policies. A full set of terms and condition can be located at <https://au.voipcloud.online/legal>

Customer service contact details



You can contact us
on 03 906 7770



Support requests can also be emailed to
support@au.voipcloud.online

Complaint resolution

If you wish to make a complaint, please contact VoIPcloud using details published on our website. We take complaints very seriously and assure you that any matter you raise will be carefully investigated. However, if you have exhausted all venues for resolving your complaint within VoIPcloud and are still not satisfied with the outcome, you may seek further assistance from Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.