

# SIP Trunking Critical Information Summary

## Information about the service

Acuity Communications Pty Ltd 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. Acuity Communications Pty Ltd 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 Acuity Communications Pty Ltd 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 Acuity Communications Pty Ltd, and a security deposit to cover one month's usage would be required. Acuity Communications Pty Ltd 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.

Acuity Communications Pty Ltd 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 1<sup>st</sup> 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 Basic plan, would be \$5.50 plus the number of outbound minutes placed to all destinations, charged at the rates assigned to the SIP Basic Business or SIP Basic Call Centre plan. The minimum monthly charge for a SIP trunk assigned a single SIP channel on the SIP 50 plan, would be \$55.50 plus the number of outbound minutes placed to all destinations outside the \$50.00 included call value to Australian destinations, charged at the rates assigned to the SIP 50 Business or SIP 50 Call Centre plan. The minimum monthly charge for a SIP trunk assigned a single SIP channel on the SIP 250 plan, would be \$255.50 plus the number of outbound minutes placed to all destinations outside the \$250.00 included call value to Australian destinations, charged at the rates assigned to the SIP 250 Business or SIP 250 Call

Centre plan. The minimum monthly charge for a SIP trunk assigned a single SIP channel on the SIP 500 plan, would be \$505.50 plus the number of outbound minutes placed to all destinations outside the \$500.00 included call value to Australian destinations, charged at the rates assigned to the SIP 500 Business or SIP 500 Call Centre plan. The minimum monthly charge for a SIP trunk assigned a single SIP channel on the SIP trunk Unlimited plan, would be \$66.00 plus the number of outbound minutes placed to all destinations outside Australian landlines, mobiles, 13/1300, and the free calls to 50+ destinations, charged at the rates assigned to the SIP trunk Unlimited 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 Basic, SIP 50, SIP 250, SIP 500 or SIP Unlimited), the number of inbound fax to email licenses at \$8.35 per license, the number of Microsoft Teams integration licenses at \$9.95 per license, the quantity of inbound numbers (DID's), and the number of minutes placed to destinations outside any included value, number of minutes, or unlimited included calls packages.

SIP trunking service subscriptions are charged to the customers billing account on the 1<sup>st</sup> 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.

### 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 Basic, SIP 30, or the SIP trunk Unlimited call plan.

Channels assigned to SIP trunks are bidirectional, representing a single outbound or inbound call. Outbound calls placed to destinations outside included packages of call plans, are charged in 60 second increments for the SIP Business call plans, and for the SIP Call Centre plans are displayed in per minute values but charged in per second increments, and rounded up to the nearest 1 cent, 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.

The maximum charge for making a 2-minute call to a standard Australian mobile destination on the SIP Basic call plan, would be \$0.44 AUD including GST. The maximum charge for making a 2-minute call to a standard Australian mobile destination on the SIP 50 call plan, would be \$0.38 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 Basic plan, and 2 inbound Australian geographic phone numbers (DID's), the maximum charge would be \$12.30 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

1. Premium rate numbers (190x) cannot be dialed from a SIP trunking service. Calls placed to 190 Australian destinations will not connect.
2. Quality of the SIP trunking service is dependent on the customer's internet
3. connection to the Acuity Communications Pty Ltd network.
4. 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, Acuity Communications Pty Ltd 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 Company Starter call plan. As an example, a 2-minute diversion call to an external Australian landline, from a Ring Group object would be \$0.10 AUD including GST, a 2-minute diversion to an external Australian mobile from a Call Queue object would be \$0.278 AUD including GST.

### Fair use policy

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 Acuity Communications Pty Ltd network.

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, Acuity Communications Pty Ltd has the right to suspend or disconnect the SIP trunking service immediately. Additionally, Acuity Communications Pty Ltd 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.

Examples of inconsistent usage would be, utilising a unlimited calling plan for telemarketing purposes, the usage of a unlimited calling plan by another carriage service provider for the purpose of reselling the traffic, opening an extreme amount of CPS or CAPS with a very low ACD, or connecting an automated dialler to a unlimited calling plan device.

### Additional information

This document only outlines the critical information summary and should be read in conjunction with the

Acuity Communications Pty Ltd 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 [www.acuitycommunications.com.au/legal](http://www.acuitycommunications.com.au/legal)

### Customer service details

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 958 339. Our support hours are constantly expanding — please check our website for our current hours.

### Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.Acuitycommunications.com.au/lodge-a-complaint/>.

### Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).

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