



## SIP Channel

### Information About the Service

This is an IP based voice telephony service that is supplied over a fixed broadband internet service and customer owned hardware that can be used to make national and international calls. SIP Channel provides the customer with a SIP Trunk that utilises a Voice over IP (VoIP) connection to make and receive phone calls.

The monthly plan fees include one new geographic phone number, all calls to local/national/Australian mobile numbers, one SIP Trunk.

### Bundling Arrangements

This service is not conditional on any bundling arrangements, however we do provide other telco services that can be included on one bill. It is recommended that it be used in conjunction with a dedicated Connected 360 broadband service.

### Mandatory Components and Conditions

Compatible hardware and/or software is required to use the service. The service is compatible with a wide range of VoIP compatible PBX/phone systems. Hardware can be purchased from Connected 360 as an optional extra if required.

The internet service may be supplied by any service provider. Service requires a minimum bandwidth of 100kbps of uncongested upstream and downstream for optimal quality. Call quality may be affected by the internet connection, firewall, hardware, or other matters outside the control of Connected 360.

If the Service is unavailable due to any reason such as a power outage, it will prevent successful connection to the 000 emergency services. For this reason, Connected 360 recommend that the Customer has an alternative method of making calls, such as a mobile telephone.

# Critical Information Summary

## SIP Channel



### Information About Pricing

<b>Min Monthly charge</b>	\$60.50
<b>Minimum term</b>	1 month
<b>Total Minimum charge</b>	\$60.50
<b>Call charges by Type</b>	Price
<b>Local and National</b>	Unlimited
<b>Mobiles</b>	Unlimited
<b>13/1300</b>	Unlimited
<b>1800</b>	Unlimited
<b>International</b>	Restricted

Connected 360 reserves the right to credit check customers before approval and acceptance of an application for new services.



### Porting and DID Hosting Fees are as follows:

Type	Monthly Fee	Number Porting Fee	
Geographic number	\$0	\$55	<ul style="list-style-type: none"><li>• Porting can only be actioned once the Service has been provisioned by Connected 360 and the appropriate Porting Authority Form (PAF) has been submitted.</li><li>• Porting fees apply each time the port request needs to be submitted.</li></ul> <p>A Complex (Cat C) port may be required for number ranges, multiple single numbers that are to be ported together or any number that has Complex services associated with it</p>
10 Number Range	\$0	\$110	
100 Number Range	\$0	\$220	

Note: For information on 13 and 1300 numbers, see 1300/1800 numbers Critical Information Summary.

At the end of the contract term, the Connected 360 monthly charges will continue at the same rate. This service is not available for telemarketing, call centre function or other similar uses.

### Qualifications

Please note that we reserve the right to cancel or restrict your service if:

- Your bill is overdue or unpaid.
- You abuse Connected 360 staff.
- You breach our Connected 360 terms and conditions and/or fair use policy

### Billing and Usage Information

Up to date usage of the service can be obtained by accessing our online portal, access information will be provided by calling our accounts department on (07) 5343 7424 or emailing [accounts@connected360.com.au](mailto:accounts@connected360.com.au).

Prices include GST.



### Exit Fee Charges

There are zero exit fees for this particular service.

### Enquiries, Feedback and Complaints

We are committed to providing you with excellent customer service. Please contact us on (07) 5343 7424, or email [connect@connected360.com.au](mailto:connect@connected360.com.au) if you have any questions or would like to give feedback. We have an Australian based team of professionals who can assist you with any technical support, account or sales enquiries. If you have a complaint or dispute, please call (07) 5343 7424 and ask for the resolutions team, or email [connect@connected360.com.au](mailto:connect@connected360.com.au). Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.connected360.com.au](http://www.connected360.com.au)

### Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the result of your complaint after dealing with our dispute resolution procedure, you can seek independent mediation from the Telecommunications Industry Ombudsman (TIO). You may contact the TIO by calling 1800 062 058 or visiting [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint) to resolve any issues.