

Sure SIP Trunks

Critical Information Summary – Sure Communications Australia – Version 210601



Sure SIP Trunks	SIP Business	SIP Enterprise
Number of Channels	2 – 30	31+
Monthly Charge Per Channel	\$20	POA
Local & National Calls	11 cents per minute – charged per second	POA
Calls to Mobiles	22 cents per minute – charged per second	POA
13 & 1300 Numbers	33 cents per call	POA
International Calls	Pricing available at surecommunications.com.au	
Technical Support	Australian Call Centre!	
Professional Options	SIP Business / SIP Enterprise	
Self-Care Portal	\$15 per month - access online portal & self-manage services.	
SIP Single DID Number	\$2 per month per phone number	
SIP 10 Number Block	\$20 per month – for Block of 10 Phone Numbers	
SIP 100 Number Block	\$40 per month – for Block of 100 Phone Numbers	

The following sets out the terms and conditions between you (“the Customer”), and Sure Communications Australia Pty Ltd (“the Company”), for the provision of agreed services.

Contract length

Month to month. There is no fixed contract term.

Number Migration

When migrating (Porting) a number from a losing carrier over to Sure Communications, the following Service Migration Charges will be applied.

Port Type	RRP inc GST	Description
Simplex Port	\$33.00	Simplex – 1 Basic PSTN number, no features.
Complex Port (1-5 numbers)	\$165.00	Complex – PSTN or ISDN number with Features such as, line hunt, call waiting, duet, message bank, etc...
Complex Port (6-100 Numbers)	\$330.00	
Complex Port (101+ numbers)	\$495.00	
Port Rejection	\$220.00	When the Losing carrier rejects the port ticket.
Port Return	\$5,500.00	If customer decides to return to losing carrier.

Billing

Your bill will be emailed to you on the 28th of each month and be due on the 15th of the following month. You can pay your bill via direct debit, online or by using financial services such as B-Pay. You agree to pay to the Sure Communications Australia Pty Ltd all Charges for the Services, from the Commencement Date up to and including the Termination Date, irrespective of whether those charges are invoiced prior to, on or after the Termination Date. Service will commence on the date of activation with Sure Communications Australia Pty Ltd.

Credit check

The Company may conduct a credit assessment. You agree to provide to the Company and authorise the Company to obtain from third parties, all information necessary to complete this assessment, including but not limited to:

- (a) A credit report about your credit history from a credit reporting agency;
- (b) Information from any credit provider named in a credit report, in relation to your credit rating, including and without limitation, any information about your credit worthiness, credit history or credit capacity that credit providers are allowed to give or receive under the Privacy Act.
- (c) Information from third parties concerning your financial standing and, for this purpose, you have authorised and permitted such third parties to supply such information regardless of any confidentiality or privilege, which applies, as between you and the third party, to the information sought.

Suspension of Services

The Company or one or more of its Suppliers may at any time unilaterally bar or suspend one or more of your Services if:

- (a) You fail to pay an invoice by the due date.
- (b) Instructed to do so by a governmental, regulatory or law enforcement body.
- (c) You fail to obtain and/or comply with any permits, licences or other authorisations that are required for the use of the Services.
- (d) You fail to comply with any law or regulation applicable to your use of the Services, including but not limited to, data protection and telecommunications laws and regulations.

Personal information

You agree that the Company shall be entitled to collect, use and disclose any personal information (as that term is defined in the Privacy Act 1988) which the Company may have access to pursuant to the transactions contemplated by this Agreement (including, without limitation, access which may be provided by you or your officers, employees or agents making use of the Services) in accordance with the terms of The Company's Privacy Policy which may be accessed via request.

Without limiting the foregoing, you agree that the Company may disclose any personal information referred to in clause 8.1 to its Suppliers, partners and each of its and their respective related bodies corporate to the extent necessary to enable the Company to provide the Services to you in accordance with the terms of this Agreement.

Hardware

Sip Channels require hardware or software to operate on, this is usually in the form of a Business Telephone System and/or Softphone applications on a device such as a PC or tablet. You are responsible for providing your own hardware. The Sip Trunk information will be delivered as an email.

Minimum Internet access speeds.

SIP trunks will function as expected over most Broadband services, however, there are several factors that may result on poor voice quality. It is recommended that a minimum of 100Kbps Upload & 100Kbps Download is always available for each Voice channel. It is also recommended you use a smart managed device that can prioritize voice packets over data packets.

Service availability

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s). You'll be notified if this happens and if you're not satisfied you can cancel your order free of charge.

Complaints

If there's something you're not happy with and you wish to make a complaint, call us on **1300 787 200**, if you are still unhappy with the outcome you can visit www.surecommunications.com.au and request a call back from the CEO.

Manage your service online

There's a range of online tools to help you to easily manage your services. These tools help you view and pay your bill online, monitor your usage, and more. For more information please www.surecommunications.com.au.

Minimum Requirements

Minimum 2 Channels per SIP Trunk Account required. All Channels must be on the same plan.

We like to make every attempt to resolve any issue, but if you believe we have still failed you, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit www.tio.com.au/about-us/contact-us if you'd like an independent investigation.