

Critical Information Summary – SIP Trunk

SIP Trunk

Monthly costs (excluding hardware)	
Minimum monthly	\$25 (Basic service) per Channel/Simultaneous call
Maximum monthly	\$25 plus international calls and 13 numbers (premium service) per Channel/Simultaneous call
No early termination charge	
Minimum Term (months)	1 month

THE SERVICE

SDL Technology SIP Trunk enables businesses to adapt their existing in-house phone systems to be connected to the internet, and so operate as a VoIP system.

AVAILABILITY OF THE SERVICE

Any location that can be supplied with an NBN broadband connection

ACCESSING THE SERVICE

Accessing this service requires:

- an active SDL Broadband NBN plan
- a fixed telephone system supplied by customer – normally the existing in-house system
- an SDL Broadband analogue to VoIP adapter (supplied by SDL on request – see fees for details)

Any changes to existing in-house system (eg features or functions) to be made by customer's own phone support team. It is recommended that they be onsite for installation/setup.

INCLUSIONS

Month to month service with no fixed term. Inclusions depend on plan selected. See Pricing Table.

- Australian-based support Team

Hardware/Installation is not included. See Set-up fees below.

CONDITIONS

Customer will need an active SDL Broadband NBN internet connection. This is a separate service and costs are not included in these SIP trunk plans. Internet connection costs vary according to the customer's selected speed and data plan. Call quality is dependent on the quality of the customer's internet connection.

Service may be restricted or cancelled if you fail to pay your bill, abuse our staff, or breach any terms and conditions applying to the service, or our fair use policy.

SDL does not provide access to premium call services e.g. 1900 numbers.

Access to international numbers is blocked by default. Access to international numbers can be requested once the agreed service is active. This default position is SDL policy to prevent unexpected “bill shock”.

The service does not include backup power supply. In the event of a power outage, you will be unable to make calls, including calls to emergency services. SDL recommends that customers should have a backup plan in place to cover such situations. Speak to our service team about what backup plans could be considered.

SDL is unable to offer priority assistance to those who require it for medical reasons. We recommend customers contact Telstra, if such services are required e.g. for customers with diagnosed life-threatening conditions.

PRICING – CHARGES AND FEES

Call charges	Basic Service	Premium Service
Calls to local and national numbers	\$0.15 per call	Included
Calls to Australian mobiles	\$0.15 per minute	Included
Calls to “13” numbers	\$0.35 per call	\$0.35 per call
International calls	See SDL Website	See SDL Website

SET-UP AND EXIT FEES

Professional installation (if required) cost is quoted per install). There is no exit fee for this service. At time of exit, all hardware must be returned to SDL Technology at customer’s cost.

NOTES

- SDL Broadband can provide adapters if needed. For availability and pricing, call us.
- Additional channels provided on request, at additional cost.
- Customers may opt for a Dedicated Phone Service in conjunction with their SIP trunk. This delivers phone over a separate internet connection to ensure good call quality. For pricing, call us.
- All costs inclusive of GST.

OTHER INFORMATION

Usage information is accessible via SDL Technology’s Client Portal (made available as a service at sign-up).

If you are dissatisfied with our products and services, please refer to our complaints policy for information about how to express/lodge your complaint.

Contact:

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