

Onsite Telco SIP Trunks

Critical Information Summary



Description of the Service

Onsite Telco SIP Trunks provides your business with a voice phone line/channel, delivered via an internet connection.

Minimum Term

Onsite Telco SIP Trunks have a casual month-to-month plan (Casual) and also available on **12/24/36 months** (Term) plan

INFORMATION ABOUT PRICING ONSITE TELCO BUSINESS NBN

BASIC	Casual	12	24	36
Access Fee	\$25	\$20		
Set Up Cost	\$99 once off			
Minimum Cost	\$124	\$339	\$579	\$819
Call Rates				
Local / National	\$0.15 per minute			
Mobile	\$0.30 per minute			
13 / 1300	\$0.60 per call			
International / Premium	Contact us for rates			
ULTIMATE	Casual	12	24	36
Access Fee	\$75	\$65		
Set Up Cost	\$99 once off			
Minimum Cost	\$174	\$879	\$1659	\$2439
Call Rates				
Local / National	Unlimited			
Mobile	Unlimited			
13 / 1300	\$0.60 per call			
International / Premium	Contact us for rates			

Pricing

All pricing in this document includes GST. Each Onsite Telco IP service includes you main phone number. Additional numbers that are required may incur additional fees. These will be discussed at the time of your application. Minimum cost includes any monthly access fees for the minimum 2 lines per service for either a single month or contracted term (where applicable) and the activation fee.

Installation Cost

There is standard or non-standard installation required depending on complexities. We will charge you professional installation plus any hardware required. This will be discussed and agreed upon prior to service activation.

Minimum Support Requirements

Your solution will be fully supported from end to end only if the service is accessed with handsets or softphone clients supplied and configured by Onsite Telco, using a broadband NBN service, or other internet service supplied by Onsite Telco to our specifications. Each Onsite Telco SIP Trunk requires a minimum of 2 channels / lines to operate. Please check the compatibility of your device / hardware.

Plan Changes

There is no charge if you upgrade your Onsite Telco SIP Trunk to higher monthly fees, however there is a minimum \$99 one-off charge for downgrading to a lower minimum monthly access fees.

Promotional Discount

Pricing included in this Critical Information Summary does not consider any promotional discounts or custom pricing that may be applied by us.

In-Dial Ranges

If you need a block of 10 or 100 In-Dial Range (called DID) then we can provide pricing on this as requested.

Exit Fees

If you cancel your Onsite Telco SIP Trunk service, or it is disconnected, Early Termination Fees (ETF) may be applicable.

Month to Month (Casual) Plan

There will be no ETF charged for your Onsite Telco SIP Trunk service, though there will be used pro-rata minimum monthly plan, any call usage, hardware costs, and any outstanding bill.

12, 24, 36 Month Plan

There will be ETF charges on a 12 or 24 or 36 month plan. The fee is calculated as your minimum monthly access fee, multiplied by the number of months remaining in your contract, any call usage, hardware cost, and any outstanding bill. If you have any Hardware Rental or Payment Plan agreement, you will be charged using the same formula, regardless of your Onsite Telco SIP Trunk contract status.

Monthly Billing

We will bill you in advance for the minimum monthly charge and features, and in arrears for calls (if applicable) along with any other fees involved such as set up, connection, or hardware fees. Our standard method of bill delivery is via email.

Connection Timeframes

We endeavour to have the service connected between 5 and 30 business days from the date we accept and approve your Onsite Telco SIP Trunk application. Please note however, as this is a complex product, additional steps can be required with the setup and configuration, combined with any hardware deployment. For this reason, it can take longer to connect. In some cases, this can occur sooner than our expected timeframe.

Porting numbers usually takes 3 to 5 weeks (or 4 to 8 weeks for complex ports), and this is in tandem with the setup, configuration, and rollout of any systems and hardware. The time frame for porting services is largely dependant on your current provider's infrastructure and release to Onsite Telco. We can discuss other alternate interim solutions depending on your requirements.

Calls to International or Premium Numbers

Different rates apply to calling international & premium numbers. Calls are charged per minute block. Premium numbers are charged at their current advertised rate and are charged on top of your monthly access fee. These charges are also outside of our control as they are set by the content provider. Please contact Onsite Telco for further information.

Porting Fees

Porting your existing phone number(s) to Onsite Telco is easy to process. However, once the application is approved and accepted, there are complexities involved that are largely dependant on your current service provider and what services they supply to you. We will request all required information from you to place the porting request to your existing provider. It is your responsibility to confirm, understand and pay any Early Termination Fees applicable to your current provider. Complex ports up to 5 numbers incur a porting fee of \$150, and more than 5 numbers incur a porting fee of \$250. Any

rejection of the porting process will incur a fee of half the relevant porting fees.

Minimum Service Requirements

To access the Onsite Telco SIP Trunk service, you will need an internet connection with a minimum of 200/200 kbps of available bandwidth per simultaneous call, with no packet loss, and a ping time of less than 150ms. You will also need a SIP / IP / VoIP enabled handset, phone system, or soft-phone client, and may need extra hardware depending on your requirements. If you are unsure of these requirements, please request a meeting with one of our team to ensure that the services will be satisfactory.

Other Useful Information

Fair Use Policy Applies. High Volume Telemarketing is prohibited on this service. Additional call charges may be incurred for unreasonable outbound call volumes.

Customer Service

We have an experienced team who can help you with any sales, account or technical support during business hours. Give us a call on 08 9792 5577 or email us at telco@onsitecomputers.com.au or visit www.onsitecomputers.com.au

Complaints

Our complaint process has been designed to resolve your concerns on an urgent basis, but if you are not happy with your service, then please follow our dispute resolution process.

Give us a call on 08 9792 5577
or email us at telco@onsitecomputers.com.au

If you are still not satisfied with the outcome of your complaint after the resolution process, you can contact the TIO on 1800 062 058 or visit the TIO website at www.tio.com.au

Onsite Telco Details

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