

Business SIP Flexi™ – Critical Information Summary

Business SIP Flexi™ PAYG Rates (Prices are GST exclusive):

No of SIP Channels*	Per Channel Monthly Cost	Total Monthly Cost	Contract Term (Months)	Activation Fees	Total Minimum Cost
4	\$12	\$48	24	\$200	\$1,352.00
8	\$11	\$88	24	\$400	\$2,512.00
16	\$10	\$160	24	\$800	\$4,640.00
24	\$9	\$216	24	\$1,200	\$6,384.00
32	\$8	\$256	24	\$1,600	\$7,744.00
No of SIP Channels*	Per Channel Monthly Cost	Total Monthly Cost	Contract Term (Months)	Activation Fees	Total Minimum Cost
4	\$12	\$48	36	\$0.00	\$1,728.00
8	\$11	\$88	36	\$0.00	\$3,168.00
16	\$10	\$160	36	\$0.00	\$5,760.00
24	\$9	\$216	36	\$0.00	\$7,776.00
32	\$8	\$256	36	\$0.00	\$9,216.00

*Business SIP Flexi™ plan requires a minimum of 4 SIP Channels which allows 4 concurrent calls simultaneously. Additional SIP channels are available and can be added with a set of 2 channels.

PAYG Plan Call Rates (Prices are GST exclusive):

Calls Type	Cost
Calls to Local Numbers	8c per call
Calls to National Numbers	8c per minute
Calls to Australian Mobiles	16c per minute
Calls to 13/1300 Numbers	35c per call
Calls to 1800 Numbers	Included

International Call Rates:

Click on the below link, for all SIP Flexi™ International Call Rates and list of Countries:
<https://www.unifiednet.com.au/wp-content/uploads/2022/06/SIP-Intl-Rates- Feb-22.pdf>

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Business SIP Flexi™ UNLIMITED Rates (Prices are GST exclusive):

No of SIP Channels*	Per Channel Monthly Cost	Total Monthly Cost	Contract Term (Months)	Activation Fees	Total Minimum Cost
4	\$34	\$136	24	\$200	\$3,464.00
8	\$32	\$256	24	\$400	\$6,544.00
16	\$30	\$480	24	\$800	\$12,320.00
24	\$28	\$672	24	\$1,200	\$17,328.00
32	\$26	\$832	24	\$1,600	\$21,568.00
No of SIP Channels*	Per Channel Monthly Cost	Total Monthly Cost	Contract Term (Months)	Activation Fees	Total Minimum Cost
4	\$34	\$136	36	\$0.00	\$4,896.00
8	\$32	\$256	36	\$0.00	\$9,216.00
16	\$30	\$480	36	\$0.00	\$17,280.00
24	\$28	\$672	36	\$0.00	\$24,192.00
32	\$26	\$832	36	\$0.00	\$29,952.00

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UNLIMITED Plan Call Rates (Prices are GST exclusive):

Calls Type	Cost
Calls to Local Numbers	Included
Calls to National Numbers	Included
Calls to Australian Mobiles	Included
Calls to 13/1300 Numbers	35c per call
Calls to 1800 Numbers	Included

International Call Rates:

Click on the below link, for all SIP Flexi™ International Call Rates and list of Countries:
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Information about the Service:

Business SIP Flexi™ (SIP/ISDN Trunk OTT) is a new capability that allows Customers with an IP-enabled PBX, SIP Gateway device to connect to Carrier Grade Telephony switches and have their telephony traffic carried via IP (utilising Session Initiation Protocol –SIP).

Minimum Term:

Business SIP Flexi™ is supplied on 24 or 36 month contract terms.

UnifiedNet SIP Flexi™ Includes:

- BYO Internet (UnifiedNet or Third Party wired broadband connection)
- Supports up to 30 SIP/ISDN Voice channels/lines with no bursting capability
- Supports simple trunk authentication using a secure username and password
- Business SIP Channels with a choice of PAYG (Pay As You Go) or UNLIMITED (Unlimited Local, National, and Calls to Australian Mobiles) plan call rates
- Direct In-dial range number (Ported or New)
- G.711 as default Codec Protocol (~100Kbps per voice call)
- 99.90% Service Assurance Availability
- All prices mentioned herein are exclusive of GST

Calls/Services Exclusions:

Business SIP Flexi™ Channels do not support 19/1900 number calls, fax, dial-up modem, or other analogue data calls such as EFTPOS, HICAPS, Back-to-Base Alarms, and other monitoring systems using phone lines, and similar features.

Customer's Equipment and Cabling Requirements:

- Business SIP Flexi™ Channels require a reliable fixed internet service. Each SIP trunk requires a minimum of 100kbps of uncongested upstream and downstream bandwidth to have the best quality
- Customer's equipment and internal data cabling required from the communications room to the phone/data extension
- An IP PBX is required for SIP Trunks otherwise an additional UnifiedNet™ ISDN IAD Device may be required for compatibility with older phone systems.

ISDN IAD Devices (Prices are GST exclusive):

Device	Number of Services Supported	Monthly Fees	Contract Term (Months)	Total Minimum Cost
ISDN BRI: OneVOIP16 4B	2,4,6,8 Sessions	\$39.95	24	\$958.80
ISDN PRI: OneVOIP30 1P	10,20,30 Sessions	\$79.95	24	\$1,918.80

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Early Termination Fees:

The Early Termination Fees (ETF) applies and are calculated by monthly access and hardware fees multiplied by the number of months remaining on the contract term.

Billing Charges:

- **Direct Debit:** No payment processing fees.
- **Credit Card Payment Surcharge:** A 1.5% surcharge of the total invoice applies if you choose to pay by credit card.
- **Non-Direct Debit Fee:** \$5.50 non-direct debit fee will be charged each month if you choose not to pay your bill by Direct Debit. This fee will be added onto the next invoice.

Customer Support:

We have an all-Australian-based Customer Support Team who can help you with any Technical Support, Account, Sales, or Other enquiries. Please contact UnifiedNet™ Customer Care on the details below.

UnifiedNet™ Customer Care

Online: www.unifiednet.com.au/contact/support

Phone: 1300 130 111

Email: support@unifiednet.com.au

Our support hours are standard business hours Monday to Friday 8:30 am – 5:30 pm excluding public holidays.

Complaints Handling:

If you have a dispute and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

Attention: Compliance Manager

Email: compliance@unifiednet.com.au

Phone: 1300 130 111

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with our handling of your complaint and you have escalated this to UnifiedNet Compliance Manager, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.