

Critical Information Summary – SIP Trunk

Monthly Cost *(exclusive of GST)*

PLAN	MONTHLY COSTS	UPFRONT ACTIVATION FEE	TOTAL COST FIRST MONTH	TOTAL ONGOING MONTHLY COST
-	No Contract	No Contract	No Contract	No Contract
Once Off Activation Fee		\$25.00		
Value Channel Plan (per channel)	\$38.00	-	\$65.50	\$40.50
GEO DID	\$2.50			
Local Calls	Included			
National Calls	Included			
Calls to Australian Mobiles	Included			
Calls to 13/1300 Number	\$0.35c per call			
International Calls	Not Included – per country/call basis			

*Total Cost First Month includes Upfront Activation Fee plus Monthly Fee

** Excludes calls made to 13/1300 Numbers

Information about the service

The Service:

The BTP SIP Trunk Plan allows customers to make and receive phone calls using VoIP (Voice Over Internet Protocol).

How SIP Trunk Pricing Works?

Each SIP Trunk Channel requires its own Value Channel Plan. The above table is based on 1 SIP Trunk with 1 Channel.

Bundling

This service is not conditional on any bundling arrangements. We do provide other services which you may wish to bundle with this service. Please [Contact Us](#) for further information.

Service Required

This service requires one of BTP Communications [NBN Plans](#).

Equipment Required

You will require a SIP Trunk enabled PABX to use a SIP Trunk. You can also get SIP enabled handsets.

Migrate your ISDN NOW

The entire ISDN Network will be decommissioned in 2020. Take advantage of the benefits of SIP Trunking and avoid potential disconnections.

Can I Keep my Existing Phone Number with a SIP Trunk:

Yes, you can. BTP can transfer your current phone number over during the setup of your SIP Trunk.

Requirements

SIP Trunks are available only for Business Customers with an ABN, ACN or ARBN and must be used primarily for Business Purposes.

GEO DIDS

GEO DIDS can be purchased individually, in a block of 10 or a block 100. Please refer to your specific quote for pricing.

Minimum Term:

The Service is available with a Total Minimum Commitment of One (1) Month. No Contract.

Minimum Monthly Charge:

Please refer to the table above and/or your specific quote for pricing information.

Maximum Monthly Charge:

Please refer to the table above and/or your specific quote for pricing information.

Upfront Setup Costs:

A \$25 ex GST Activation Fee is payable to Activate your SIP Trunk.

Early Termination Fees:

BTP Communications are confident you will be happy with your Service with us and our service delivery. In the unlikely event this is not the case you are free to change providers with no penalty. No Early Termination Fees will be applied.

Invoicing (Billing):

We will Invoice you in advance for the monthly charge as per previous page.

You first bill will include pro rata charges from when your plan commenced with us until the end of that months billing cycle (refer to your specific quote). It will also include One (1) months minimum monthly charge in advance and your once off \$25 ex GST Activation Fee.

Payment Options:

Payment by Direct Debit from a Bank Account does not incur any fees or charges. Additional Fees and Charges apply to other payment methods. Please refer to your specific quote terms and conditions for details.

Enquiries, Feedback and Complaints:

We are here and committed to assist you and provide you with outstanding customer service.

Please contact us in the first instance by calling 1300 509 996 or emailing telcoservices@btpcom.com.au if you have any questions, feedback or complaints.

Telecommunications Industry Ombudsman (TIO):

We encourage you to contact us first. We will do our best to solve your enquiry during your first contact.

In the unlikely event you are not satisfied and you wish to contact the TIO please find their details below:

Phone: 1800 062 058

Online: [TIO Website](#)

More Information can be found via our [Complaints Handling Policy](#)

This is a summary only. Please refer to your specific quote for full Terms and Conditions.

For a full list of BTP Communications Compliance Policies and Forms please visit [BTP Policies](#)