CRITICAL INFORMATION SUMMARY
SIP Voice

myNET

Description

SIP Voice is a SIP Trunking solution that allows customers with an IP enabled PBX or SIP Gateway device to connect and have their telephony traffic carried via IP. SIP Voice is a product of MY NET PTY LTD.

Minimum Service Term

Minimum service terms are solution specific and will be detailed on your Service Order(s).

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. You are required to pay 85% of the remaining contract value.

Pricing information

SIP Voice Trunk Channels

Product	Setup Cost	Monthly Charges	Example Total Minimum Cost (24 Month Contract)
Premium Value SIP Voice Per Channel	$40 ex GST	$40 ex GST	$960 ex GST

In Dial Number Ranges

Product	Setup Cost	Monthly Charges	Example Total Minimum Cost (24 Month Contract)
In-dial Number Range – 100 Number Range	Nill	$40 ex GST	$960 ex GST
In-dial Number Range – 10 Number Range	Nill	$10 ex GST	$240 ex GST
In-dial Number – Single Number	Nill	$2 ex GST	$48 ex GST
In-dial 1300 Number	$150 ex GST	$25 ex GST	$600 ex GST
In-dial 1800 Number	$150 ex GST	$25 ex GST	$600 ex GST
In-dial 13 Number	$150 ex GST	$850 ex GST	$20,400 ex GST

*in-dial numbers and ranges are bound to the same contract term as your SIP Voice Channels

Redirect Services

Product	Setup Cost	Monthly Charges
Carrier Level Redirection	$200	$25 ex GST
Business Continuity Redirection	$250	Nill

Porting Charges – Per Request

Product	Setup Cost
Individual Number (Cat A - Simple)	$50 ex GST
Individual Number (Cat C - Complex)	$400 ex GST
100 Number Range (Cat C - Complex)	$400 ex GST
1300 Number	$150 ex GST
1800 Number	$150 ex GST
13 Number	$150 ex GST
Emergency Return	$600 ex GST
Extended Hours Porting Fee	$650 ex GST
Port Rejection Fee	$50 ex GST

Standard Charges Outgoing

Description	Prefix	Connection Cost	Rate Per Minute	Minimum Cost
Australian Mobile Numbers	614	Nill (Included)	Nill (Included)	Nill
Australian Geographic Numbers	All (61)	Nill (Included)	Nill (Included)	Nill
13/ 1300 Numbers	6113, 611300	$0.23 ex GST	Nill (Included)	$0.23 ex GST
1800 Numbers	611800	Nill (Included)	Nill (Included)	Nill

To prevent bill shock. International outbound calls are blocked by default on all SIP Trunk channels. If you require international calling, please contact MyNet to discuss. International Rate card can be found at https://www.mynet.au/resources

Standard Charges Incoming

Description	Prefix	Connection Cost	Rate Per Minute	Minimum Cost
13/ 1300 Numbers	6113, 611300	Nill (Included)	$0.08 ex GST	$0.08 ex GST
1800 Numbers	611800	Nill (Included)	$0.12 ex GST	$0.12 ex GST

Requirements and Availability

You will need;

- An active broadband internet connection
- an IP enabled PBX, SIP Gateway or fixed voice telephone system to be supplied by you

The number of concurrent sessions (Channels) that can be made on the SIP Voice service is limited to both the number of sessions (Channels).

Each switched voice call requires 100Kbps of bandwidth, i.e. for 30 concurrent sessions, you would require 3Mb of bandwidth.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill,
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy,

  Available at sign up as part of you master services agreement or at https://www.mynet.au/resources

Call quality is dependent on the quality of your internet connection

Supported Features

SIP Voice service supports a number of features including Direct in Dial number ranges, Calling Line ID Presentation and Restriction, Direct to handset and more.

Usage

You can check your usage via the MyNet Customer portal. Call details records are supplied on your monthly invoice.

Exclusions

SIP Voice service does not support 19/1900 number calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. SIP Voice is not available for telemarketing and similar uses.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see https://www.mynet.au/complaints

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at https://tio.com.au/making-a-complaint