

## critical information summary for your \$9 per channel SIP Trunks plan

### Information about the Service

Here's a quick summary of all the important bits about your plan.

It covers things like how much you need to pay each month.

In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+.

You will need fixed IP address, an IP enabled PBX and may need extra hardware depending on your requirements e.g. router, handsets and switches.

We recommend that the service be accessed with hardware approved by us, using a broadband ADSL2+ or Ethernet service supplied by us to our specifications.

### What's Included and Excluded?

No calls or equipment are included in this plan.

Additional charges apply for calls not included in your plan. The main charges are:

- Local calls: 10c per call
- National calls: 10c per call
- Calls to mobiles (any network): 22c per minute
- Calls to 13/1300 numbers: 30c per call

Calls to mobiles (any network) are charged in 30 second increments with a first minute minimum call charge of 11c.

### Calls to International Numbers

Calls to Cloud Telecom's top 10 international destinations are charged at 10c per 30 seconds with a first minute minimum charge of 20c.

Different rates apply to call other international numbers. All international calls are charged in 30 second increments.

### Information about pricing.

The monthly charge depends on the number of trunks and Direct InDial range that you activate and it's calculated as follows.

- \$9 per SIP Trunk channel per month (SIP Trunk Channels must be ordered in blocks of 2 & there is a minimum 2 SIP Trunk Channels per service)
- \$0.50 per month per DID number (you must have at least 1 DID number)

## Connection Charge

There are no connections fees on this plan.

## Early Termination

There is no early termination fee (ETF) on this plan.

## Other Information

### Directory Listing

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

### Equipment

An IP enabled PBX is required in order to use this plan. This is not included in the plan.

### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### We're here to Help

If you have any questions, just call us on 1800 358 339 so we can serve you better. Or you can visit us at [www.cloudtelecom.com.au](http://www.cloudtelecom.com.au) for additional information, including to access information about your usage of the service.

### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.cloudtelecom.com.au/terms](http://www.cloudtelecom.com.au/terms) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

## Spend Management

A spend management tool is available to all Cloud Telecom customers free of charge via the member portal at:  
<https://customerportal.utilibill.com.au/cloudtelecom/>

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