

Critical Information Summary

Network Technologies Queensland Pty Ltd | ABN: 69 140 500 143

Business SIP Trunking VoIP Basic Plan

Information about the service

Our business services are targeted specifically towards small to medium businesses and are designed to function with a broad range of customer environments and hardware configurations.

Is the offer part of a bundle?	No
Is the customer required to buy any goods as part of the offer?	Optional (See below)
Does the offer have any minimum term of use?	No

What Is Included:

This Business SIP Trunking plan includes great value call rates and 8 Channels. There are options to keep your existing numbers.

What Is Not Included:

Your plan does not include calls to 13/1300 numbers, Local/STD calls, mobiles, international calls and premium service numbers. Charges to these services will apply and are outlined below. This plan does not include any handsets, equipment or services not listed. This plan does not include Number Allocation charges or Number Porting charges.

SIP-Compatible VoIP Handset(s) or PBX Required

In order to use this service, you will need a VoIP telephone handset, PBX, ATA or software compatible with the SIP protocol. Please contact our friendly team on 1300 656 282 so we can ensure that your existing device is compatible and supported, or we can provide different options to purchase.

Charges for using this service

The minimum monthly charge for this plan is **\$20.00 ex GST**.
In addition to the minimum monthly charge, the following call rates apply.

Call Rates (ex GST)	
Internal Calls	Free
On-net Calls	Free
Local & National Calls	\$0.12 untimed
Calls to 13 Numbers	\$0.25 untimed
Calls to AU Mobile	\$0.26 per minute <i>Billed per minute (minimum charge \$0.26)</i>
Inbound to 1300	\$0.10 per minute <i>Billed per minute (minimum charge \$0.10)</i>
Inbound to 1800	\$0.15 per minute <i>Billed per minute (minimum charge \$0.15)</i>



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No Early Termination Charges Apply

Because VoIP services are month-to-month there are no early termination charges. The total minimum amount that you will pay is **\$20.00 ex GST**.

Charges to International Numbers

You will be charged if you make calls to international numbers. International call rates will vary from time to time based on a number of factors.

Please contact us on 1300 656 282 or at support@ntq.com.au to find out more information.

Other Information

Call Usage and Spend Management

We have Spend Management tools which are designed to assist you in managing your spend. You can check your monthly usage in your Client Portal, and by contacting our team on 1300 656 282 or support@ntq.com.au.

Customer Service Contact Details:

Phone: 1300 656 282

Email: support@ntq.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing. For more information see our [complaints handling policy](#).

Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at www.tio.com.au/making-a-complaint or by calling 1800 062 058.



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