

## BUSINESS SIP PLANS

### Critical Information Summary

#### INFORMATION ABOUT THIS SERVICE

CCTS Business SIP plans are a SIP Trunking solution that allows customers with a SIP compatible device to connect and have telephony traffic carried via IP (utilising Session Initiation Protocol - SIP).

#### BUNDLING REQUIREMENTS

CCTS Business SIP plans do not depend on a bundling arrangement with other services and do not require you to take any telecommunications goods as part of the plan.

#### MINIMUM TERM

A minimum term of 24 months applies to all CCTS Business SIP plans. CCTS may withdraw a Business SIP plan at any time with 30 days' notice. Once your minimum term no longer applies you are welcome to cancel your service by providing CCTS with 30 days' notice in written form.

#### EARLY TERMINATION CHARGE

If the service is terminated before the minimum contract term of 24 months has expired an early termination charge may apply, calculated as:

- the monthly recurring charge multiplied by the number of months, or part thereof, between the date of termination and the end of the minimum period; and
- any rebates, credits, refunds or discounts (including but not limited to any waiver of port-in credits), provided to you in respect of the service.

#### WHAT'S INCLUDED

The monthly recurring charge includes the following calls;

- Local calls
- National calls
- Calls to Australian mobiles

CCTS Fair Use Policy applies.

#### WHAT'S EXCLUDED

The monthly recurring charge does not include the following calls and additional charges will apply to the following;

- Calls to 13/1300/1800 numbers
- Calls to international numbers
- Any other call type not listed

Any Service used in breach of the CCTS Fair Use Policy is also an Excluded Service.

## BILLING

CCTS invoice your service on the same day each month. CCTS bill in advance for the minimum monthly recurring charge and in arrears for calls excluded from the minimum monthly recurring charge.

## INFORMATION ABOUT PRICING

CCTS can supply SIP services to a compatible on-premise IP-PBX system, or via a cloud based PBX system. CCTS can assist with all your hardware needs where required, additional costs may be incurred for hardware.

The following CCTS Business SIP plans are available:

- Business SIP \$100: \$100 per month
- Business SIP \$95: \$95 per month
- Business SIP \$90: \$90 per month
- Business SIP \$85: \$85 per month
- Business SIP \$80: \$80 per month
- Business SIP \$75: \$75 per month
- Business SIP \$60: \$70 per month
- Business SIP \$65: \$65 per month
- Business SIP \$60: \$60 per month
- Business SIP \$55: \$55 per month
- Business SIP \$50: \$50 per month
- Business SIP \$45: \$45 per month
- Business SIP \$40: \$40 per month
- Business SIP \$35: \$35 per month
- Business SIP \$30: \$30 per month
- Business SIP \$25: \$25 per month
- Business SIP \$20: \$20 per month

## MONTHLY MINIMUM CHARGES

A monthly recurring charge is applicable to all CCTS Business SIP plans each month, irrespective of whether the service is used in that month.

## ADDITIONAL CHARGES

Single, multiple or blocks of in-dial numbers are an add-on product to the CCTS Business SIP plan. You can select one of the following options to be included with your monthly plan, prices are charged monthly in addition to your minimum monthly recurring charge;

- Single DID Number: \$3.50 per month per number over 24 months
- 100 DID Number Block: \$55.00 per month per number range over 24 months
- 1800 Number: \$25.00 per month per number range over 24 months

## CCTS HELPDESK CONTACT DETAILS

The CCTS helpdesk team can be contacted by either calling 1800 244 244 or by emailing [service@ccts.com.au](mailto:service@ccts.com.au).



## OTHER INFORMATION

We take customer satisfaction very seriously. If you have a complaint in relation to our handling of your personal information, we will endeavour to handle it promptly and fairly. Please follow the processes in our Complaint Handling Policy to lodge a complaint. If you wish to refer your complaint to the TIO, you can do so by calling 1800 062 058 or by logging your complaint at [www.tio.com.au](http://www.tio.com.au).

*All prices listed are inclusive of GST.*