

Business SIP Voice

This summary may not reflect any discounts or promotions which may apply from time to time.

[Service Description, Pricing, Terms, and Conditions](#)

Pricing excludes GST

Effective 01 May 2023

Information about Service

Utelecom’s Business SIP Voice is a scalable voice service for businesses that will seamlessly integrate with your existing VoIP equipment and even works over the top of your existing fixed-line internet connection.

Minimum Terms

Utelecom Business SIP Voice service is available on 24 or 36-month contracts.

Included Features

A range of great features are available, including:

- Supports 2 to 30 sessions
- Call Forward
- Call Transfers
- Online Portal for self-service
- Direct In-dial numbers

Information about Pricing

All prices are ex GST

SIP Business Voice	SIP PAYG	SIP Limitless
Monthly Charge	\$8.60 per channel/month	\$39.90 per channel/month
Usage Charges		
Local Calls	5c per min	Included
National Calls	5c per min	Included
Calls to AU Mobiles	13c per min	Included
Calls to 13/1300	5c per min	39c per call
International Calls	Vary by destination	Vary by destination

Number Hosting charges

DID -\$0.35/ number

10 Number Range: \$3.5 | 100 Number Range: \$35.00

Please note the below porting charges:

Simple (CAT A) port/number: \$25.00

Simple (CAT C) port/Batch: \$160.00

Add on:

Business Fax Service: \$12.00/m

National: 5c per page

Mobile: 10c per page

13/1300: 40c per fax

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Critical Information Summary

Call Charges

Unless otherwise stated all call charges are calculated as follows. Call durations are rounded to the nearest whole second and call charges are rounded to the nearest whole cent. ** International rates vary by destination.

- A full list of phone rates is available at www.utelecom.com.au
- Acceptable Use Policy applies and is available at www.utelecom.com.au/about/legal
- Some destination countries are blocked by default due to high fraud risk and can be unblocked by calling Utelecom
- Not all call types are supported

Direct-In-Dial Number Range Charges

Unless you are purchasing number ranges, you can choose to have up to 2 new single direct-in-dial numbers allocated to a SIP trunk at no additional cost.

Direct-In-Dial Number Range	Monthly Cost
100 Number Range	\$33
50 Number Range	\$22
10 Number Range	\$11

Required Equipment

- Utelecom Business SIP Voice requires a broadband internet service. Each call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.
- You will require a compatible SIP or ISDN PABX (along with handsets).

Customer Service Guarantee Waiver

If you are acquiring 5 sessions or less, you may be entitled to the Customer Service Guarantee. This service is offered on the basis that you agree to waive the Customer Service Guarantee.

Other Information

UTelecom Customer Service	Complaints Handling	Further Options
<p>For assistance with existing services, please contact us as follows:</p> <p>Support P: 1300 008 835 E: support@utelecom.com.au</p> <p>Please contact us as follows if you are interested in signing up with UTelecom or adding new services:</p> <p>Sales P: 1300 008 835 E: sales@utelecom.com.au</p> <p>In case of billing inquiries, please reach out to us as follows:</p> <p>Billing P: 1300 008 835 E: billing@utelecom.com.au</p>	<p>If you wish to make a complaint, please contact our specialist complaint resolutions team by email at resolutions@utelecom.com.au</p>	<p>If you are not satisfied with our handling of your complaint and you have escalated this within UTelecom, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at www.tio.com.au/about-us/contact-us or by phone on 1800 062 058.</p>

Other Charges

Other charges are available at <https://www.utelecom.com.au>

Your Devices

You may bring your own compatible device, or may purchase from us.

Early Termination Charges

If you cancel the service or number(s) before the end of your contract term, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months]).

First Month Charges

On a customer's first bill, they will be charged a pro-rata amount from the date their service is connected until the 30th of the month and a full month's charge for the following month.

Fair Use Policy

Customers must comply with UTelecom's Fair Use Policy, which prohibits the use of services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the network's integrity. UTelecom may take action if the Fair Use Policy is breached, including suspending or canceling the service or reducing its speed.

Need Support? We're here for you.

Visit <https://www.utelecom.com.au> or call: 1300 008 835 for our support options.

Complaints

If customers wish to make a complaint, they can call UTelecom's complaint line:1300 008 835 or contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit <https://www.tio.com.au/contact-us> if they'd like an independent investigation.

Legal Terms

The full legal terms for the Data Pooling plan are available on UTelecom's website, along with the Commercial Agreement between UTelecom and the customer.