

Information about the service

AINS's Business SIP Trunk is a voice telephony service that is supplied over your Internet service.

To ensure quality of service, it is preferred that the Internet Service be supplied by AINS. The Internet service may be supplied by another provider, but AINS cannot be responsible for the quality of service, or guarantee that it will work at all, as the Service will be completely dependent on the other provider's internet service quality and network configurations.

The AINS Business SIP Trunk may be used for delivering VOIP calls to an AINS Managed PBX, AINS Hosted PBX, or a third party managed or customer self-managed PBX.

Only one Business SIP Trunk can be supported on a single Business NBN Broadband or Fibre Ethernet Service.

Each SIP Trunk can support the following SIP services:

- 1 or more Business SIP Line
- 1 or more 100 Number Range or more
- New number ranges and/or Business SIP Line numbers can be activated by AINS, or alternatively, you may wish to port in an existing number from another telephony provider onto your Business SIP Trunk. If you wish to have additional in-dial numbers on any one Business SIP Line within the Trunk, additional monthly fee will apply (refer to the Business SIP Service Description for more information).

Full terms and conditions for this Service can be found in the AINS Business SIP Service Description.

Requirements and Availability

This service is only available for business customers with an ABN, ACN or ARBN and must be used predominately for business purposes.

Business SIP Trunk requires a fixed broadband service; whilst delivery over 4G may be possible, AINS does not recommend nor support delivery of Business SIP Trunk over any public wireless network. Each Business SIP Line delivered over the SIP Trunk requires a minimum of 100kpbs of uncongested upstream and downstream bandwidth.

Business SIP Trunk requires at least one Business SIP Line to remain active.

Price and GST

All prices in the Critical Information Summary is inclusive of 10% Government Service Tax.

Fees and Charges

There is no Monthly Fee for the SIP Trunk, but Business SIP Line service fees apply.

Other Fees and Charges:

- Additional in-dial number \$2.75 per month
- Porting Fee of \$55 per number or number range
- Failed Porting Fee of \$275 per number (or number range)

Minimum Term and Activation Fee

There is no Minimum Committed Term for Business SIP Trunk and a SIP Trunk service will remain active so long as there is at least one Business SIP Line active on it.

Termination Fee

Termination Fee applies if the service is cancelled within the minimum term.

The Termination Fee payable is the difference between \$55 and what you have initially paid.

The minimum notice for cancellation is 14 days and cancellation must be provided in writing by email to finance@ains.net.au

Payment

Your Business SIP Trunk Service Fees (if any) will be billed in the same monthly invoice containing your other AINS services.

Other Information

Customer Service contact details

AINS customer service for support & billing can be contacted on 1300 887 877 or by email to servicedesk@ains.net.au.

Telecommunications Industry Ombudsman

If you are unhappy or dissatisfied with the outcome of your complaint after following above process, you may contact TIO by calling 1800 062 058 or visiting their website www.tio.com.au/making-a-complaint