

# CAPPED

## Critical Information Summary



## Business Grade SIP Trunking Solutions

### Information About The Service

Aatrox Communicaton's SIP Trunks are business grade services delivered to your premise over existing high speed broadband internet services.

Our SIP Trunks connect with SIP compatible IP PBX systems and provide voice services to connect with PSTN and Mobile networks.

Existing broadband services must be capable of handling SIP traffic with a minimum of 150/150 Kbps per concurrent call (Channel).

Aatrox Communicaton's offers SIP Trunks in any capacity starting from a single channel.

### Information About Pricing (CAPPED)

#### Setup Fees

There is no setup fee for any Aatrox Communicaton's SIP Trunking Plans.

#### Minimum Monthly Charge

1x Single SIP Line with 1x Single Number Hosting

\$62

#### Contract Term

The minimum contract term is **1 month**. You can cancel this service at any time by emailing [accounts@aatroxcommunications.com.au](mailto:accounts@aatroxcommunications.com.au)

Aatrox Communicaton's SIP Trunking plans are month to month services, no termination charges apply.

### RRP Call Charges (CAPPED)

Local and National Calls:	INCLUDED*
Australian Mobiles:	INCLUDED*
13/1300 Calls:	35c per call
1800 Calls:	FREE
International	from 2.9c per minute

*All pricing excludes GST.*

#### \*Fair Use Policy:

*Fair use policy includes 1,150 minutes to Local, National or Mobile calls per SIP line. When purchasing more than one SIP line the Fair Use Policy is aggregated together. Charges may apply if the fair use policy is exceeded.*

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### Billing Information:

Monthly service charges will be billed two months in advance. Call usage relevant to your SIP Trunk type will be billed a month in arrears.

Your current account balance, invoices, un-billed call usage for the month so far is available at <https://billing.aatroxcommunications.com.au>.

### Sales/Support Contact Details

For Aatrox Communications Sales/Support please use one of the following contact methods:

For Sales call:	0383972990	email: <a href="mailto:sales@aatroxcommunications.com.au">sales@aatroxcommunications.com.au</a>
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For Support call:	0383972990	email: <a href="mailto:support@aatroxcommunications.com.au">support@aatroxcommunications.com.au</a>
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Business Hours: 9:00am to 6:00pm AEST Monday to Friday. *After hours support available.*

<https://aatroxcommunications.com.au/contact-us/>

### Complaint Escalation Process

Aatrox Communications have a support and management team who strive to give the best customer service possible. If you have exhausted all avenues for resolving your complaint within Aatrox Communications and if you are still not satisfied with the solutions suggested you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.

For full contact details visit: <https://www.tio.com.au/about-us/contact-us>

### Other information:

Aatrox Communications may be used to call the emergency number 000. VoIP should not be regarded as a reliable service in an emergency. VoIP Services are not recommended if your business requires an uninterrupted phone line due to disability, serious illness or other life-threatening condition.