

# SIP Trunking

mVoice is proud to offer a range of data services supplied via our carrier partners

## Information About The Service

mVoice SIP Trunks provide a business grade SIP trunking voice service enabling your existing IP PBX to connect to traditional PSTN telephone networks and other customers connected to the mVoice network.

SIP Trunks are available in various concurrent call channel capacities each with a set allowance of included indials (DIDs). Channel capacity is only limited on outbound concurrent calls. Inbound concurrent calls are not subject to limitation.

SIP Trunking is sold as a standalone service to be used with the customer's existing Internet connection or combined with a private ADSL2+, SHDSL, EFM or fibre WAN circuit. You do not need to purchase an IP PBX from mVoice however we do recommend that you discuss your intended network and hardware setup with our business team before signing up for the service.

### Minimum Term

The minimum contract term is only 1 Month. You can cancel your SIP Trunking service at any time.

## Information About Pricing

	5 CHANNELS	10 CHANNELS	20 CHANNELS	30 CHANNELS
<b>Direct Indials</b>	2	5	20	100
<b>1300 number included</b>	1	1	1	1
<b>Additional channel cost</b>	\$6.95	\$6.95	\$6.95	\$6.95
<b>Monthly Access Fee</b>	\$34.95	\$59.95	\$99.95	\$119.95

Your minimum monthly charge is your monthly access fee. All charges include GST. The maximum you may be charged is the Monthly Access Fee plus additional calls billed at the rates listed below.

## Call Charges

	CALL CHARGE
<b>Local and National Landlines</b>	\$0.10 untimed
<b>Australian Mobile Networks</b>	\$0.14 p/min with a \$0.14 connection fee
<b>1300 inbound</b>	\$0.09 p/min
<b>1800 inbound</b>	\$0.12 p/min
<b>1300 outbound</b>	\$0.25 untimed
<b>1800 outbound</b>	Free

Timed call types are billed in increments of one minute. International call rates are outlined on the mVoice website.

## Set Up Fees

	5 CHANNELS	10 CHANNELS	20 CHANNELS	30 CHANNELS
<b>Initial set up charge</b>	NIL			

A single 1300 service number is included within the SIP Trunking monthly fee. This number and geographic number ranges can be selected from a list supplied by mVoice or randomly assigned.

## Minimum Term

No outbound calls, other than calls made between mVoice internal extension numbers, are included within the SIP Trunking access fee.

Whilst we have tested our SIP Trunking service with many vendor PBX's we do not provide a free support service to assist you in configuration of your PBX system.

The SIP Trunking access fees are billing in advance and call charges are billed in arrears.

## No Early Termination Charges Apply

The mVoice SIP Trunking plans and associated extension plans are month to month services and therefore there are no early termination charges associated with the SIP Trunking service. If a customer orders discounted phones and / or a discounted EXS7 PBX on the basis of a 24 month contract there may be an Early Termination Fee associated with the equipment discount.

## Other Information

This information applies to call plans currently appearing on the mVoice website. The information contained herein does not apply to grandfathered plans or to plans not advertised on the mVoice website.

## Billing Information

Your current account balance including details of your past and present billings are available online at <https://www.mvoice.com.au/portal/login/LoginPage.html>

## Customer Service Contact Details

You can contact mVoice customer service via phone 1300 360089, email [sales@mvoice.com.au](mailto:sales@mvoice.com.au) or via the online enquiry form at <http://www.mvoice.com.au/contact-us/>

## Access your call records

You can access your call and data usage information by logging into your customer account.

## Complaint Escalation Process

If you are dissatisfied with the performance of a product or the customer service we provide and wish to escalate the matter further please see the Complaint Escalation Process.