Critical Information Summary
Business SIP

netbright

About the Service

Netbright's Business SIP services allow telephone calls to be made and received using Voice over IP (VoIP) technology.

SERVICE AVAILABILITY

An Internet service speed of 12/2 Mbps or greater is required to support Business SIP. For optimal voice quality and service reliability, a Netbright business-grade service is recommended.

When ordering a service, we will provide you with a proposal outlining the equipment and services required to connect to your telephony systems.

MINIMUM TERM

Business SIP services are available on a month-to-month basis, with a minimum term of one month. Services can be cancelled with 14 days' notice.

INCLUDED FEATURES

Netbright's Business SIP service includes Calling Line identification (CLI), scalable concurrent calls, national number availability, intelligent call routing, and in-dial number ranges.

EXCLUDED FEATURES

This service is not suitable for people with life threatening medical conditions that require priority or emergency assistance.

Applications

This service is suitable for customers seeking a business-grade voice solution to integrate with a range of customer telephony systems.

Service Pricing

Monthly charges and minimum costs are detailed below excluding GST.

SIP TRUNKS

Business SIP Trunks provide the ability to make and receive calls over the Internet and/or customer private networks.

Service	Activation Charge	Monthly Charge	Minimum Term	Minimum Cost
Business SIP Trunk	Nil	$10	1 month	$10

Business SIP-CI provides the features of a Business SIP Trunk inclusive of all calls (up to 500 minutes per trunk) to Australian national, mobile and calls to 13/1300/1345/1800 numbers.

Service	Activation Charge	Monthly Charge	Minimum Term	Minimum Cost
Business SIP-CI Trunk	Nil	$40	1 month	$40

SERVICE NUMBERS

Service numbers provide the ability for customers to receive calls from the Public Switched Telephone Network (PSTN) and to be identified using Called Line Identification.

Standard Numbers are allocated based on the customer's location in accordance with the Australian telephone numbering plan. A contiguous standard number range is available with the Indial 100 Range service.

Inbound Service Numbers (1300 Local Rate and 1800 Freecall) operate nationally, charge the caller low- or no- call costs and are routed to a customer's nominated Standard Number.

Service Type	Activation Charge	Monthly Charge	Minimum Term	Minimum Cost
Standard Number	Nil	$8	1 month	$8

Indial 100 Range	Nil	$70	1 month	$70
Inbound 1300 Local Rate	Nil	$20	1 month	$20
Inbound 1800 Freecall	Nil	$30	1 month	$30

OUTBOUND CALLING

When calling national and international numbers, outbound calls are charged on a usage basis as per the table below.

Call Type	Description	Charging Basis	Cost
Local & National Calls	Calls to standard fixed line services in Australia.	Per call	$0.10
Mobiles	Calls to mobile services in Australia.	Per minute	$0.18
13 and 1300 Numbers	Calls to 13 & 1300 local rate services.	Per call	$0.30
1800 Numbers	Calls to Freecall 1800 services.	Per call	Nil
Directory Assistance	Calls to directory assistance service 1223.	Per Call	$4.40
Special Numbers	Calls to special numbers 1100,125xxx.	Per Call	$0.40
Mobile Satellite	Calls to Telstra/Optus Mobile Satellite (0147)	Per minute[1]	$1.80
International	Calls to services outside of Australia.	Per minute	From $0.02
1 $0.80 flagfall also applies.			

Timed charges for calls to Mobiles and International calls are assessed on a per minute basis, with a minimum duration of one minute.

International rates vary depending on the country and carrier you are calling, these are listed on our website.

INBOUND CALLING

When your 1300 or 1800 services are dialled, inbound calls are charged on a usage basis as per the table below.

Call Type	Description	Charging Basis	Cost
Inbound 1300	Calls directed to 1300 local rate services.	Per minute	$0.10
Inbound 1800	Calls directed to 1800 Freecall services	Per minute	$0.18

VOICE MAIL

An optional voice mail service is available that allows callers to leave messages if you do not answer or are busy.

Service	Description	Charging Basis	Cost
Hosted Voice Mail	Provides voice message storage and playback.	Per month	$5.00

PORTING CHARGES

Number Portability is available, allowing you to keep your existing telephone numbers if you choose Netrbright as your service provider.

When we port a Standard Number, the outgoing provider will decide on whether the port is simple or complex, and we will advise you of their decision.

Service Type	Porting Charge
Standard Number - Simple	$40
Standard Number- Complex	$300

Indial 100 Range	$300
Inbound 1300	$90
Inbound 1800	$90

BILLING

Netbright Business SIP services are billed monthly on an anniversary basis. Your initial invoice will include any activation and equipment charges, plus the first month's service charges.

DISCOUNTS

Discounts apply to Not For Profit organisations, further details are available on application.

SIP Services

SIP Services rely on the supply of electricity for connection and operation over the Netbright network. The service may not enable you to connect to Emergency Services if the supply of electricity fails, or if there is a fault with service or equipment used to connect the service.

INTEGRATED PUBLIC NUMBER DATABASE

Netbright is obliged by law to supply information on your behalf for Standard and Indial numbers to the operator of the Integrated Public Number Database. For further information see the ACMA website at www.acma.gov.au/accessing-ipnd.

PERFORMANCE FACTORS

SIP Services can be affected by several factors including:

- Performance of the broadband service connecting your location to the Internet, including your local network and Internet router configuration and performance.
- Network congestion or performance issues that may be caused by Third Party networks and systems, and upstream Internet network congestion.
- Performance of networks and systems operated by calling or called parties, including their Third Party providers.

This service will not function if there is an interruption to your network connection, including access to emergency numbers.

Other Information

CUSTOMER SERVICE

You can contact our Service Desk on 1300 358 368 or by emailing support@netbright.com.au. Service Desk operating hours and service status updates can be found at www.netbright.com.au/support.

Support requests lodged out of Service Desk operating hours will be actioned at the start of the next business day.

COMPLAINTS

If you are dissatisfied with your service, you can contact us on 1300 358 368 or follow the complaints handling process outlined at www.netbright.com.au/complaints-handling.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

If you are not happy with the outcome of your complaint process, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or online at www.tio.com.au.

Netbright is a member of and complies with the TIO Scheme under Sections 128 and 132 of the Telecommunications (Consumer Protection and Services Standards) Act.