

Critical Information Summary

3SIP Services Cloud hosted PABX/PBX

Service Description

These services are a Cloud hosted PABX/PBX with SIP Trunks delivered onto your mobile APP, PC soft phone or IP handset. The broadband may be provided by 3SIP Services or another provider. These Services do not include the cost of your broadband internet connection.

Plan Inclusions

Starter Plan	Small Business	Medium Business	Enterprise
\$99 per month	\$170 per month	\$320.00 per month	\$590.00 per month
Setup \$250 (up to 5 Users)	Setup \$500 (up to 15 Users)	Setup \$1000 (up to 30 Users)	Setup \$2000 (up to 60 Users)
5 Extensions	Unlimited Extensions	Unlimited Extensions	Unlimited Extensions
Fully featured PBX	Fully featured PBX	Fully featured PBX	Fully featured PBX
1 PAYG SIP Trunks	4 PAYG SIP Trunks	8 PAYG SIP Trunks	16 PAYG SIP Trunks
1 BYO or New DID	1 BYO or New DID	2 BYO or New DID	4 BYO or New DID
NO FLAG Fall for ALL calls	NO FLAG Fall for ALL calls	NO FLAG Fall for ALL calls	NO FLAG Fall for ALL calls
Local/ National Calls @ 10c per call	Local/ National Calls @ 10c per call	Local/ National Calls @ 10c per call	Local/ National Calls @ 10c per call
Mobiles calls @ 17c per min	Mobiles calls @ 17c per min	Mobiles calls @ 17c per min	Mobiles calls @ 17c per min
13/1300 calls @ 32c per call	13/1300 calls @ 32c per call	13/1300 calls @ 32c per call	13/1300 calls @ 32c per call
Extensions Anywhere	Extensions Anywhere	Extensions Anywhere.	Extensions Anywhere.
No Lock In Contracts	No Lock In Contracts	No Lock In Contracts	No Lock In Contracts
Month to Month Terms	Month to Month Terms	Month to Month Terms	Month to Month Terms
Prices exclude GST unless otherwise stated	Prices exclude GST unless otherwise stated	Prices exclude GST unless otherwise stated	Prices exclude GST unless otherwise stated
Total min cost inc GST \$383.90	Total min cost inc GST \$737	Total min cost inc GST \$1,452	Total min cost inc GST \$2,849

Service Availability

3SIP Services Cloud hosted PABX/PBX's and SIP Trunks require a mobile and/or fixed broadband internet service. Each VoIP call requires a minimum of 100kbps of uncontested upstream and downstream bandwidth for optimal quality.

Business eligibility

3SIP Services SIP Trunks are available to Australian business customers only. To be eligible for this plan you or your business must provide us with a registered ABN, ARBN or ACN.

Additional Services and Promotions

This fine print doesn't include any value added services (add-ons) or special promotions that you select whilst you have these calling plan.

Cloud PABX/PBX Features and Availability

These plans include access to all of the features in the Cloud hosted PABX/PBX and is available to all Business customers.

Billing Information

Your account is invoiced on the between the 1st and 5th day of each month, this invoice will include monthly services in advance and PAYG call charges in arrears for the previous month.

Your first invoice will include any setup/hardware charges and pro-rata Service charges from the Service activation date to the end of the month.

Payments

Payment for this invoice must be made by the due date on the invoice, usually 14th of the invoice month.

Minimum Term

Our Cloud hosted PABXs terms are on a Month to Month term only require 1 month notice of cancellation. Services with DID's will still be active and due until such time as the Porting out from 3SIP Services has completed

Cancellation

You must cancel your service 1 month prior to the anniversary of your Service(s). All cancellations must be in writing sent to accounts@igd.com.au. Cancellations will only be accepted once we have sent confirmation email.

Other Information

Customer Service

Call us on 1300 843 256 during Australian Eastern business hours for assistance with your account balance and usage. For other assistance email help@igd.com.au.

Financial Hardship

For more information on our Financial Hardship Policy please click [here](#).

Dispute Resolution

Submit any concerns to help@igd.com.au

TIO Contact Details

We love to help our customers and endeavour to provide the best service. However, if we haven't been able to assist you and you have exhausted all avenues for resolving your complaint within 3SIP Services, and you're not satisfied with the resolution you have been offered, you have the option to contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058 or visit <http://www.tio.com.au/about-us/contact-us/>

