



## Critical Information Summary

Tronic Networks Pty Ltd | ABN: 71 123 059 307

### Tronic Cloud SIP Trunk PAYG Plan SIP Trunk PAYG 10-Line

#### Information about the service

SIP Trunks enables you to connect your existing on-premise PBX to Tronic Cloud's VoIP Network. It's a great way to access the benefits of VoIP, while making use of your existing investment in hardware. The SIP trunk service will replace your PSTN or ISDN lines with a SIP trunk, which utilises your Broadband Internet Connection. The System can be SIP trunk compliant or we can install a Gateway device to convert SIP Trunks to your existing PSTN or ISDN system.

**Is the offer part of a bundle?**

**NO**

**Is the customer required to buy any goods as part of the offer?**

**Optional (See Below)**

**Does the offer have any minimum term of use?**

**NO MONTH 2 MONTH**

#### How Many Trunks or Channels?

The Trunk "name" will indicate how many Channels you get. You will get 1 SIP trunk and multiple channels. IE a SIP Trunk INCLUDED-6 plan will come with 1 SIP trunk and 6 channels. A Channel is an inbound or outbound call.

#### Registered Devices

Tronic SIP Trunk plans can only be registered to one PBX system or Gateway.

#### What Is Included:

This Tronic Cloud Hosted PBX PAYG Plan includes low call rates and also free Tronic to Tronic calls.

#### What Is Not Included:

Your plan does not include calls to 13/1300 numbers, Local/STD calls, mobiles, international calls and premium service numbers. Charges to these services will apply and are outlined below. This plan does not include any handsets or other hardware or equipment.

#### SIP-Compatible VoIP Handset(s) Required

In order to use this service, you will need VoIP telephone handset(s) or software compatible with the SIP protocol. Tronic recommends using this service with handsets approved by Tronic or purchased from Tronic. So we can confirm compatibility on our platform.

For more information please contact us at [support@tronic.com.au](mailto:support@tronic.com.au) or call us on 1300 799 095

#### Contract Period

Tronic Cloud doesn't do contracts. We want you to stay because of our great price and great service. Though to be fair we need a months' notice, before cancelling a service.



1300 799 095



[support@tronic.com.au](mailto:support@tronic.com.au)



[www.tronic.com.au](http://www.tronic.com.au)



Suite 221 / 202 Jells Road, Wheelers Hill, Victoria, 3150

## Charges for using this service

The minimum monthly charge for this plan is **\$90.00**. The billing term for this plan begins as soon as the account is activated. In addition to the minimum monthly charge, the following call rates apply...

| Call Rates                         |  |
|------------------------------------|--|
| Internal Calls                     | Free   |
| On-net Calls – ie Tronic to Tronic | Free   |
| Local, STD & National              | \$0.054 per minute Billed per second (minimum charge)        |
| Calls to 13 Numbers                | \$0.234 per Call   |
| Calls to AU Mobile                 | \$0.117 per minute Billed per second (minimum charge)        |
| Inbound to 1300                    | \$0.144 per minute Billed per second (minimum charge \$0.01) |
| Inbound to 1800                    | \$0.162 per minute Billed per second (minimum charge \$0.01) |

**\*\* Local Calls** – As Tronic cloud services are VoIP products and not location specific. We can-not guarantee that our upstream provider will bill Local calls at Local call rates. Technically this can be hit and miss and not possible. In this situation then the STD & National call rate will apply instead.

## Charges to International Numbers

You will be charged if you make calls to international numbers. International call rates will vary from time to time based on a number of factors. Please see our website for up-to-date international call rates.

\* International Calls – Please Contact [support@tronic.com.au](mailto:support@tronic.com.au) for latest International Price list.

## Other Information

### No Early Termination Charges Or Contracts

Because Tronic Cloud services are month-to-month there are no early termination charges. We need one month's notice to cancel.

### Call Usage and Spend Management

Tronic have spend management tools which are designed to assist you in managing your spend. You can check usage in your VoIP Portal. The My Account VoIP Portal can be found at: <https://www.voipportal.com.au/>

### Customer Service Contact Details:

Phone: 1300 799 095

Email: [support@tronic.com.au](mailto:support@tronic.com.au)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter be made in writing to [support@tronic.com.au](mailto:support@tronic.com.au). We Treat all complaints as high priority.

### Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058.



1300 799 095



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