



## Critical Information Summary

Tronic Networks Pty Ltd | ABN: 71 123 059 307

### Tronic Cloud SIP Trunk INCLUDED Plan SIP Trunk INCLUDED-16

#### 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 INCLUDED plan includes calls to 13 1300 numbers, Local STD/National; calls and calls to Australian Mobiles.

#### What Is Not Included:

Your plan does not include calls to 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 **\$640.00** 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 Calls **	INCLUDED
STD & National Calls	INCLUDED
Calls to 13 Numbers	INCLUDED
Calls to AU Mobile	INCLUDED
Inbound to 1300	\$0.15 per minute Billed per second (minimum charge \$0.01)
Inbound to 1800	\$0.17 per minute Billed per second (minimum charge \$0.01)

## Charges to International Numbers

You will be charged if you make calls to international numbers. International call rates will vary from time to time due to 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.

### INCLUDED Calls – Usage Policy

Included calls are subject to fair use. Fair use of the Tronic Hosted PBX means that you must not use service in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the Tronic network and/or our service provider wholesalers.

This service is intended to be used in a way that is consistent with a typical business' calling usage, according to statistical information known to Tronic. If we determine that your use of the service or it's features is at any time inconsistent with the normal inbound or outbound usage patterns for the type of service or plan that you have purchased, we have the right to suspend or discontinue service. Examples of inconsistent usage patterns include, but are not limited to, using the service in an outbound call center, for telemarketing, providing brokerage services, providing booking agent services, or providing telehealth services.. This plan can only have single-user devices such as 3CX or Avaya or a single gateway such as Grandstream or Synway. We may take action if you breach this policy, including suspending or cancelling your service. We reserve the right to enact such actions for any reason, at our own discretion, without notice to you.

Please see usage policy for more information at <https://tronic.com.au/usage-policy/>

### No Early Termination Charges Or Contracts

Because Tronic Cloud services are month-to month there are no early termination charges. We need one months' 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 to 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 contact the TIO (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



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



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