

Critical Information Summary

SIP Trunking Plans

CRAYCRAY Residential

Charges for Using this Service

The minimum monthly charge for this plan is \$8.00.

Charge Type	Charges Rate
Monthly Plan Fee	\$8.00 Per Month
Standard SIP Trunks - allow your VoIP devices to connect to the system and make/receive calls.	\$0.00 Per month - Per SIP Trunk
Hybrid SIP Trunk connection (including an IP Trunk under Hybrid)	\$5.00 / month / trunk
Calls to fixed line numbers	\$0.00 Per Call
Calls to mobiles	\$0.00 Per Min
Calls to 13/1300 numbers	\$0.25 Per Call
Calls to 1800 numbers	\$0.00 Per Call
Calls to International Destinations	View Here
Messages between devices/extensions	\$0.00 Per Call
Sending SMS to mobiles (Virtual Mobile Number Required)	View Here
DID Diversion to Fixed Lines	\$0.02 Per Min
DID Diversion to mobiles	\$0.05 Per Min
Phone Numbers "also known as DIDs"	View Here

All per-minute calls are charged in 1-second increments. All prices include GST. Standard SIP Trunks remain at the plan fee only (minimum monthly charge unchanged at \$8.00). Hybrid SIP Trunks = plan fee + \$5.00 connection (\$13.00 total for one Hybrid SIP Trunk).

Separate products - charged separately: Phone Numbers (DIDs), premium features, Hybrid SIP Trunk AI, transcriptions, and other miscellaneous optional products are **not included** in this CrayCray plan. They are separate Crazytel products and are charged separately under their own product terms and pricing. Current rates for Phone Numbers (DIDs) are published on our website. Current rates for premium features, Hybrid AI, transcriptions and miscellaneous charges must always be referenced from the Crazytel MyAccount portal at <https://myaccount.crazytel.com.au/>. Hybrid AI, transcription and miscellaneous charges may change without notice due to foreign exchange rate movements and third-party supplier pricing. Where pricing changes significantly, Crazytel will endeavour to give notice.

What is Included

Calls to Local & National Included - Calls to Australian Mobiles Included - 1 Outbound Channel per Account.

What is Not Included

This plan is limited to Local, National, and Australian Mobile calls only. International calls and additional phone numbers (DIDs) are not included and will incur separate charges as detailed in the pricing schedule above. This plan excludes all physical equipment, including but not limited to handsets, hardware, and other telecommunications devices.

SIP-Compatible VoIP Handset(s) or PBX Required

To use this service, you need a SIP-compatible device such as a VoIP telephone handset, PBX, ATA, or softphone.

Pre-Paid Service & Billing Policy

All CrazyTel plans are pre-paid. Please review our [Billing Policy here](#) before signing up to CrazyTel to see if it meets your requirements.

No Early Termination Charges

CrazyTel is a pre-paid, contract-free provider. All plans are month-to-month, and there are no early termination charges. The total minimum amount you will pay for this plan is \$8.00.

Porting Charges

CrazyTel offers free porting for CAT-A and CAT-C numbers.

Charges to International Numbers

You will be charged for calls to international numbers. International call rates vary based on multiple factors. Please see our website for up-to-date international call rates: <https://crazytel.com.au/international/rates/>

Separate Products & Charges

Phone Numbers (DIDs), premium features, Hybrid SIP Trunk AI, transcriptions, and other miscellaneous optional products are separate Crazytel products. They are not included in this CrayCray plan and are charged separately under their own product terms and pricing.

Phone Number (DID) pricing is published on our website. Premium features, Hybrid AI, transcriptions and miscellaneous charges must always be referenced from the Crazytel MyAccount portal at <https://myaccount.crazytel.com.au/>. Hybrid AI, transcription and miscellaneous charges may change without notice due to foreign exchange rate movements and third-party supplier pricing. Where pricing changes significantly, Crazytel will endeavour to give notice.

Other Information

Call Usage and Spend Management

CrazyTel provides a self-service customer portal where you can monitor your usage and rates at any time. The portal includes spend management tools and customizable limits: <https://myaccount.crazytel.com.au/>

Customer Service Details

Phone: 1800 272 998 | Email: help@crazytel.com.au

Software & Features

You acknowledge and agree that the software, features, and functionality provided by CrazyTel are sufficient to meet your requirements and intended purposes. The software and features are provided on an 'as-is' basis, and you accept them in their current form and configuration.

Dispute Resolution Process

If you wish to contact Crazytel in respect to a dispute, please email theloveteam@crazytel.com.au.

Telecommunications 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 or by calling 1800 062 058.

Effective Date: 5 August 2026