

99.999% Uptime Guarantee

National Redundancy network – Sydney,
Brisbane, Melbourne, New Zealand & USA

Auto Top-Up

Min monthly charge \$35

Crackers Plan

SIP-Trunking

Business Plan

The Crackers plan cannot be used for telemarketing use under any circumstances.

Monthly Charge

\$35

*DID's not included



(Handsets Not Included)
(All pricing includes GST)

Here's what's included in our Crackers SIP Trunk Plan

✓ local & National calls are included

✓ Australian Mobile calls are included

✓ Calls to 13/1300 Numbers are included

✓ \$2.00 Signup Bonus on new accounts

✓ National Calls are included

✓ International Calls pricing can be found at
www.Crazytel.com.au international pricing page.

✓ 1 Outbound Channel

✓ Unlimited SIP registrations

international calls are charged in 1 second blocks.

Just some of our **SIP-Trunks** Features included

- ✓ 1 Outbound Channel
- ✓ Unlimited SIP Registrations
- ✓ Unlimited DID's *Charges apply

Critical information summary – Crackers SIP Trunk Plan - Auto Top-up

Plan Pricing

For international pricing, please visit <https://crazytel.com.au/international/rates/>

DID Pricing can be found at: <https://crazytel.com.au/inbound/Numbers/> including 1300/1800 Numbers.

For DID inbound costs for 1300 and 1800 numbers, please visit <https://crazytel.com.au/inbound/Numbers/>

Destinations	Setup Fee	Monthly Cost	Call Forwarding Costs	Setup Fee
Australia Fixed DID	\$0	\$1.00	To Australian Landlines	\$0.02/Min
New Zealand Fixed DID	\$1.95	\$1.95	To Australian Mobiles	\$0.05/Min
Australian Virtual Mobile	\$5.00	\$5.00	To 1300/1800 Numbers	\$0.25
1300 Business Numbers	\$0	\$7.95	To International Numbers	As Per International
1800 Business Numbers	\$0	\$7.95		Rate List

Information about the service

- You may cancel the Crackers plan anytime by emailing helpdesk@crazytel.com.au
- No refunds or pro-rata charges will be given in the event of a cancellation.
- Crackers Plan requires Auto Top-up enabled on your account at all times.
- DID's are additional services and not included in the CrayCray Plan.
- Call Forwarding calls are not included in the CrayCray plan.
- Fair Use Policy Applies
- Billing date: 1st of every month, your first pro-rated charge will be displayed on your first invoice on the 1st of the next month.
- You must maintain an account balance of at least \$1.00 at all times. \$0 Account balance will stop all inbound and outbound calls on your account regardless if they are included in your plan or not.
- Suppose your auto top-up maximum amount is less than \$35, by accepting these terms and conditions, you allow Crazytel to debit your Debit/credit card at least \$35 once a month to cover the Crackers plan fees.

000 Emergency Services

You can call 000 emergency services through all of Crazytel's SIP Trunking / PBX networks. However, it is recommended that you do this through a Mobile service or a physical PSTN landline if you have one available in the event you have to make an emergency call. Crazytel accepts no responsibility for you not being able to make or receive emergency calls while your service is unavailable regardless of the unavailable reason. We highly recommend that emergency calls are made from your primary landline or mobile service. VoIP, in comparison, can be susceptible to service disruption as it relies on third-party infrastructures such as your internet provider and electricity infrastructure. It is recommended that you have a non-powered telephone handset at your residence or business to make emergency calls in the unlikely event of a blackout/disruption.



Information about pricing

Crazytel Transparent, Fair & equal policy means there is no contracts on any of "Crazytel" Products or services. Crackers SIP-Trunk Plan: The minimum monthly amount payable is \$35.00. You also receive a \$2.00 sign up bonus to test the Crazytel network if you choose not to go ahead with our service you have nothing else to pay unless you have activated the crackers plan on your account.

The Crackers plan can not be used for telemarketing use under any circumstances.

The fair use policy can be found here: <https://crazytel.com.au/legal/documents/downloads/Crackers-Fair-Use-Policy.pdf>

International calls are charged in 1 Second blocks. International Pricing changes often due to exchange rates, you will not be notified, it is best to keep checking time to time on the Crazytel website. Crazytel has a number of 'blacklisted' countries that are not accessible due to known fraudulent call activity on IP phone lines. Please check the full International list on the website for details. You may cancel your service at any time.

Porting Charges

Category A - Single PSTN: Free (Port Rejection \$10 Per Number)

Category 1300 Numbers: Free (Port Rejection \$55 Per Number)

Category 1800 Numbers: Free (Port Rejection \$55 Per Number)

Category C: Complex port 100 Number Ranges Only - Free (Port Rejection \$16.00 Per Number)



Information about the service

You can recharge your account via our Self Service Portal 24/7 instantly. Crazytel accepts Paypal & Credit Card for recharges.

All pricing on Crazytel website & Self Service Portals include GST.

An internet connection is required for use of Crazytel Voice Over Internet Protocol Services, the quality of service may be affected by the Internet connection, firewall and other matters outside of the control of Crazytel. Calls to 000 from the Crazytel network CrazyTel cannot be relied upon for emergency service.



Uptime Guarantee:

This applies if you have connected your service according to "Crazytel" minimum recommendations, which is with Quality Assured equipment (as shown on our hardware approved page on our website which can be found at www.Crazytel.com.au , a dedicated DSL2+(minimum) connection for the IP traffic and our hosted IPBX configured by our in-house team. The amount of downtime during a calendar month will be determined by Crazytel in-House network team and does not include any scheduled maintenance or upgrade outages. If this is more than 0.001%, on application, we will credit you double the value of the time that was down, dependent on the plan that you are on at the time of the outage. If your internet connection or local power supply is at fault this does not qualify.



Other information

Up to date usage of this service can be obtained at Crazytel.com.au Account Login Section or contacting customer service on 1800 272 998 or emailing help@Crazytel.com.au. If you wish to contact Crazytel in respect to a dispute, please email theloveteam@Crazytel.com.au. If the Crazytel dispute resolution process does not finalize a dispute the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at www.tio.com.au.