

99.999% Uptime Guarantee

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

Pre-Paid

No Setup Fee

Crazy Enterprise 5

SIP-Trunking

Pre-Paid

Monthly Charge

\$149.95*

Min Charge \$149.95



(Handsets Not Included)
(All pricing includes GST)

Here's what's included in our Crazy Enterprise 5 SIP Trunk Plan

✓ Australian Customer Service

✓ No Contracts

✓ 5 Outbound Channels

✓ 10 Inbound Channels

✓ Local & National calls

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

✓ Calls to Australian Mobiles

✓ Calls to 13/1300 Numbers

International calls charged in 1 second blocks.

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

- ✓ 5 Outbound Channels
- ✓ Unlimited SIP Registrations
- ✓ Unlimited DIDs *Charges apply

Critical information summary – Crazy Enterprise 5



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/>

	Setup Fee	Monthly Cost
Australia Fixed DID	\$0	\$1.00
New Zealand Fixed DID	\$1.95	\$1.95
100 Number Ranges	\$24.95	\$24.95
1300 Business Numbers	\$0	\$7.95
1800 Business Numbers	\$0	\$7.95



Information about the service

Auto Top-up must be enabled on your account via Credit or Debit Card

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. CrazyTel cannot be relied upon for emergency service. Calls to 1900, back to base alarms, fax services, and EFTPOS systems cannot be used with Crazytel Network unless specified. A single PSTN number may be ported to Crazytel, a one-off porting charge of \$0 per number. PLUS, a monthly number hosting fee of \$1.00 per Indian number including GST. Your former carrier may also charge a 'porting out' fee. Other Port requests and number ranges can be found at: <https://crazytel.com.au/inbound/Numbers/>

Connections to our SIP-Trunk network will automatically be routed to the closest Crazytel POP depending on your location. Crazytel has POPs in: Melbourne, Sydney, Brisbane, New Zealand & USA. Newly provisioned DIDs must remain active for a minimum of 30 days from the date of purchase.



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 SIP Trunk Plans” Products or services. Crazy Enterprise 5 SIP-Trunk Plan: The minimum monthly amount payable is \$149.95 You only pay for calls you make outside of included calls and any DID you have Purchased on your account.

International calls are charged in 1 Second blocks. For full list of international call rates visit www.Crazytel.com.au international pricing page. 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.

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

Port Charges

Category A : Single PSTN Free

Category C : Complex port 1 to 100 number range Free

Category C : Complex port resubmit 1 to 100 number range \$110.00

Rejection Fees are displayed on the porting application on the Self Service Portal



Information about the service

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.



Bolt-Ons - Additional Charges

DID Bolt-ons - Add as many as you like.

PRODUCT	DESCRIPTION	MONTHLY ACCESS
1DIDs	Local DIDs x1	\$1.00

Outbound Channel Bolt-ons

PRODUCT	DESCRIPTION	MONTHLY ACCESS
OutChannel1	Additional 1 Channels	\$25.00
OutChannel5	Additional 5 Channels	\$100.00
OutChannel10	Additional 10 Channels	\$175.00

Inbound Channel Bolt-ons

PRODUCT	DESCRIPTION	MONTHLY ACCESS
INChannel1	Additional 1 Channels	\$10.00

Crazy 5 Terms and conditions

- * You may cancel the Crazy 5 plan anytime by emailing helpdesk@crazytel.com.au
- * No refunds or pro-rata charges will be given in the event of a cancellation.
- * Crazy 5 Plan requires Auto Top-up enabled on your account at all times.
- * DID's are additional services and not included in the Crazy 5 Plan.
- * Call Forwarding calls are not included in the Crazy 5 plan and will be charged according to the Critical information summary.
- * 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.
- * If the plan fee is greater than the configured amount for auto-topup, we will debit your card by the full plan fee. As an example, if your auto-topup is configured for \$5.00 and you sign up with the Crazy 5 plan with 5 channels, when your balance falls below the topup threshold, we will charge \$149.00 to your card rather than \$5.00



Call Forwarding Charges (Forwarding from Portal)

Call Forwarding Costs	Setup Fee
To Australian Landlines	\$0.02/Min
To Australian Mobiles	\$0.05/Min
To 1300/1800 Numbers	\$0.25
To International Numbers	As Per International Rate List