Crazytel.com.au

CrazyPBX Insane

Critical Information Summary. Hosted PBX for your own SIP-compatible handsets, softphones and PBX. Per second billing, month-to-month with no lock-in contract.

Effective 28 October 2026

Free call 1800 272 998 | **helpdesk@crazytel.com.au** | **crazytel.com.au**

Charges for using this service

The minimum monthly charge for this plan is **$20.00**. All prices include GST. All per-minute calls are charged in 1-second increments.

Charge type	Charge | rate
Monthly plan fee	$20.00 per month
Additional extensions (connect more VoIP devices to the system to make and receive calls)	$20.00 per month, per extension
Calls to fixed line numbers	$0.00 per call
Calls to mobiles	$0.00 per min
Calls to 13/1300 numbers	$0.00 per call
Calls to 1800 numbers	$0.00 per call
Calls to international destinations	View rates
Messages between devices and extensions	$0.00 per call
Sending SMS to mobiles	Virtual Mobile Number required, view pricing
DID diversion to fixed lines	$0.02 per min
DID diversion to mobiles	$0.05 per min
Phone numbers (also known as DIDs)	View pricing

Included and not included

What is included	Local and national calls to fixed lines, Australian mobiles and 13/1300 numbers. Each extension includes **one outbound call and one call-forwarded call** at a time.
What is not included	Calls to international destinations and additional phone numbers (DIDs). These are charged at the rates above. No handsets, hardware or telecommunications devices are included in this plan.
Equipment needed	A SIP-compatible device such as a VoIP handset, PBX, ATA or softphone.

Extension limits and recommended use

One outbound call and one forwarded call per extension. Every CrazyPBX extension supports a single outbound call and a single call-forwarded call at the same time. If you need to make or forward more calls at once, add another extension for each additional call.

One extension, one person. Each extension is designed for use by one person. We do not recommend registering the same extension on multiple devices or locations for shared use by more than one person (multi-registration). Shared registrations can cause missed calls and registration conflicts, and may affect call quality and reliability. For shared use, give each person their own extension and use ring groups or call queues.

Other information

Pre-paid service and billing policy

All Crazytel plans are pre-paid. Please read our **Pre-Paid Billing Policy** before signing up to check it meets your needs. Only one CrazyPBX plan type per account.

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 $20.00.

Porting charges

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

International numbers

You will be charged for calls to international numbers. Rates vary by destination, see our up-to-date **international call rates**.

Call usage and spend management

Our self-service **customer portal** lets you monitor usage and rates at any time, with spend management tools and customisable limits.

Software and features

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

Customer service

Phone **1800 272 998**
Email **helpdesk@crazytel.com.au**

Disputes and the TIO

To raise a dispute, email theloveteam@crazytel.com.au. If you are not happy with the outcome under our Complaints Handling Policy, you can contact the Telecommunications Industry Ombudsman (TIO) at www.tio.com.au/making-a-complaint or on 1800 062 058.

Still need a hand?

Call **1800 272 998** or email **helpdesk@crazytel.com.au**.

Crazytel (Crazy Telecommunications Pty Ltd), ABN 66 629 066 771. Version 1.0, 28 October 2026. Effective date: 28 October 2026. This version replaces the CrazyPBX Critical Information Summary effective 26 December 2024.