


**99.999% Uptime Guarantee**

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

**PRE-PAID**

No Setup Fee - Instant setup

# CrazyWhirl

## SIP-Trunking

**Pre-Paid PAYG** Just pay for your calls & DID's

Monthly Charge

**\$0.00\***

\*DID's &amp; Calls not included


 (Handsets Not Included)  
(All pricing includes GST)

## Here's what's included in our CrazyWhirl SIP Trunk Plan

- ✓ All local calls are charged at \$0.015c per minute.
- ✓ Mobile calls are charged at \$0.05c per minute.
- ✓ Calls to 13/1300 Numbers are \$0.22c per call
- ✓ \$2.00 Signup Bonus on new accounts
- ✓ National Calls are charged at \$0.015c per minute
- ✓ International Calls pricing can be found at [www.Crazytel.com.au](http://www.Crazytel.com.au) international pricing page.
- ✓ Unlimited Outbound Channels
- ✓ Unlimited SIP registrations

All calls except 13/300 are charged in 1 second blocks.

# Just some of our SIP-Trunks Features included

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

## Critical information summary – CrazyWhirl SIP Trunks - Pre-Paid

### 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	\$0.39	\$0.39
New Zealand Fixed DID	\$1.95	\$1.95
Australian Virtual Mobile	\$5.00	\$9.95
1300 Business Numbers	\$55.00	\$9.95
1800 Business Numbers	\$55.00	\$9.95

### Information about the service

You can recharge your account by PayPal & Credit Card 24/7 365 days a year.

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 \$11 per number. PLUS, a monthly number hosting fee of \$0.39 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" Products or services. CrazyWhirl SIP-Trunk Plan: The minimum monthly amount payable is \$0.00. You only pay for calls you made and any DID you have Purchased on your account. 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.

International calls are charged in 1 Second blocks. For full list of international call rates visit [www.Crazytel.com.au](http://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.

### Free DID Promo

From Time to Time Crazytel will offer a Free DID on its SIP trunk products. If you have received this promotion, DIDs remain free for the lifetime of your account, if your account does not receive a recharge of any value within a 6-month period your DID will be removed from your account & the Free DID can no longer be provided to that account. This is only applicable if you have received a free DID promotion.



## 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](http://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](http://Crazytel.com.au) Account Login Section or contacting customer service on 1800 272 998 or emailing [help@Crazytel.com.au](mailto:help@Crazytel.com.au). If you wish to contact Crazytel in respect to a dispute, please email [theloveteam@Crazytel.com.au](mailto: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](http://www.tio.com.au).