



## Critical Information Summary

### SIP Trunking Plans

#### P.A.Y.G Residential

#### Charges for Using this Service

The minimum monthly charge for this plan is \$0.00. There is no plan fee, and all other options below are optional.

Charge Type	Charges   Rate
Monthly Plan Fee	\$0.00 Per Month
SIP Trunks allow your VoIP devices to connect to the system and make/receive calls.	\$0.50 Per month - Per SIP Trunk
Calls to fixed line numbers	\$0.09 Per Call
Calls to mobiles	\$0.05 Per min
Calls to 13/1300 numbers	\$0.25 Per Call
Calls to 1800 numbers	\$0.00 Per Call
Calls to International Destinations	<a href="#">View Here</a>
Messages between devices/extensions	\$0.00 Per Call
Sending SMS to mobiles <i>Virtual Mobile Number Required</i>	<a href="#">View Here</a>
DID Diversion to Fixed Lines	\$0.02 Per min
DID Diversion to mobiles	\$0.05 Per Min
Phone Numbers "also known as DIDs"	<a href="#">View Here</a>

**All per-minute calls are charged in 1-second increments. All prices include GST.**

#### What is Included:

This SIP Trunking plan provides the foundation to customize your account setup while offering competitive call rates

#### What is Not Included:

This plan does not include calls, phone numbers (DIDs) or SIP Trunks. Charges for these services will apply and are outlined above. This plan does not include any handsets, hardware, or equipment.

#### 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 \$0.00.

## 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/>

## 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://portal.crazytel.com.au/>

### Customer Service Details

Phone: 1800 272 998

Email: [help@crazytel.com.au](mailto: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](mailto:theloveteam@crazytel.com.au).

### Telecommunication 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](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058.

Effective Date: December 26, 2024