

Critical Information Summary

SIP Trunk

Information About the Service

A Simtex SIP trunk is the perfect fit for a business needing to make the most of their existing IP or hybrid PBX. Our SIP trunks offer ISDN equivalent functionality and reliability at affordable prices. Should you need additional capacity we can deliver additional lines with a same day turnaround.

Service Requirements

In order to use a Simtex SIP Trunk service you will require an active internet service and one of the following devices:

- Compatible SIP Handset or SIP ATA (analogue telephone adaptor)
- SIP Softphone
- SIP Complaint PABX – includes Asterisk, FreePBX, Elastix, 3CX, Freeswitch, Cisco Call Manager, MyPBX, Zultus, IPECS, NEC and others

Service Availability

Simtex services are available Australia wide.

Minimum Term

1 month.

Early Termination and Plan Change Fees

30 days' notice is required for all cancellations. No plan change fees are applicable.

Information About Pricing

Plan Name	Minimum & Maximum Monthly Charge	Total Minimum Price (1 month Contract)
Inbound	\$6.95	\$6.95
Outbound	Dependant on Call Usage	Dependant on Call Usage

Call Type	Call Charge
Local and National	\$0.093 per call
Calls to Mobile	\$0.146 per min (billed in 1 second increments)
13 / 1300	\$0.241 per call
International	International Rates (billed in 1 minute increments)
Minimum Charge Per Call	\$0.015

Other Information

Usage Information

Simtex customers can view and track call usage by going to <https://myaccount.zetta.net.au>

Customer Service Contact Details

You can contact the Simtex customer support team for any service and account support by emailing support@simtex.com.au or calling 1300 888 519 between 6am and 6pm WST Monday to Friday (excluding National public holidays).

On-call engineers are available 24/7 outside of business hours.

Refer to our Contact page for full details - www.simtex.com.au/contact/

Dispute Resolution Process

At Simtex we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service. In such case, please refer to our [Dispute Resolution Process](#).

Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by Simtex using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: www.tio.com.au/making-a-complaint