

Critical Information Summary – SIP Focus Included Value Plans

Information about the service

The SIP Focus Service is a SIP Trunking solution that allows customers with an IP enabled PBX or SIP Gateway device to connect to AAPT via Ethernet and have telephony traffic carried via IP (utilising Session Initiation Protocol - SIP). AAPT offers a range of Included Value Plans on SIP 5, SIP 10, SIP 15 and SIP 20 Services.

SIP Focus Included Value Plans do not depend on a bundling arrangement with other services and do not require you to take any telecommunications goods as part of the plan. Each plan has a minimum contract term of 24 months. AAPT's Fair Use Policy applies. AAPT may withdraw an Included Value Plan at any time on 30 days' notice. Full terms and conditions for the SIP Focus Included Value Plans are available from your AAPT Account Manager.

The Monthly Recurring Charge (**MRC**) applicable to your selected plan will:

- cover the call types and usage that are denoted as “Included” in your plan;
- for call types and usage that are denoted as Included but have a specific included dollar value, or rate, include those call types and usage up to that value or charged at that rate; and
- apply each month, irrespective of whether the service is used in that month.

A summary of call or value inclusions is set out in the table below (pricing stated GST inclusive).

	Local Plan	National Plan	Smart Plan	Premium Plan
MRC (per session per month)	\$39	\$49	\$69	\$79
SIP 5 (5 sessions)				
Line Rental	Included	Included	Included	Included
Local & 13/1300 calls	Included	Included	Included	Included
National calls	See rate card	Included	Included	Included
Calls to Australian mobiles	See rate card	See rate card	\$500 included	Included
International call types	See rate card	See rate card	\$250 Included	\$250 Included
All other call types	See rate card	See rate card	See rate card	See rate card
SIP 10 (10 sessions)				
Line Rental	Included	Included	Included	Included
Local & 13/1300 calls	Included	Included	Included	Included
National calls	See rate card	Included	Included	Included
Calls to Australian mobiles	See rate card	See rate card	\$1,000 Included	Included
International call types	See rate card	See rate card	\$500 Included	\$500 Included
All other call types	See rate card	See rate card	See rate card	See rate card
SIP 15 (15 sessions)				
Line Rental	Included	Included	Included	Included
Local & 13/1300 calls	Included	Included	Included	Included
National calls	See rate card	Included	Included	Included
Calls to Australian mobiles	See rate card	See rate card	\$1,500 Included	Included
International call types	See rate card	See rate card	\$750 Included	\$750 Included
All other call types	See rate card	See rate card	See rate card	See rate card
SIP 20 (20 sessions)				
Line Rental	Included	Included	Included	Included
Local & 13/1300 calls	Included	Included	Included	Included
National calls	See rate card	Included	Included	Included
Calls to Australian mobiles	See rate card	See rate card	\$2,000 Included	Included
International call types	See rate card	See rate card	\$1,000 Included	\$1,000 Included

All other call types	See rate card	See rate card	See rate card	See rate card
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All services that are not denoted as “Included” in the included value plan are excluded from the Monthly Recurring Charge (**Excluded Services**), including calls made in excess of any Included specified dollar value or data calls of any type, which are charged at the rates outlined in the included value plan. Any Service used in breach of AAPT’s Fair Use Policy is also an Excluded Service. You must pay charges for all Excluded Services as set out in the included value plan or as otherwise applies from time to time.

Information about pricing

Service	SIP Focus Included Value Plan (24 month contract term) (GST inc.)			
	LOCAL	NATIONAL	SMART	PREMIUM
	Per month	Per month	Per month	Per month
SIP Focus 5	\$195	\$245	\$345	\$395
SIP Focus 10	\$390	\$490	\$690	\$790
SIP Focus 15	\$585	\$735	\$1,035	\$1,185
SIP Focus 20	\$780	\$980	\$1,380	\$1,580

Minimum Monthly Charge

If the service is terminated before the minimum contract term (**Minimum Period**) has expired an early termination charge may apply, calculated as:

- (i) the Monthly Recurring Charge multiplied by the number of months, or part thereof, between the date of termination and the end of the Minimum Period; and
- (ii) any rebates, credits, refunds or discounts (including but not limited to any waiver of port-in credits), provided to you in respect of the service.

Other Information

You can obtain information regarding the call usage details for your Rebill service by logging into your Account on AAPT’s [Frontier Customer Service Portal](#).

If you have a customer service issue, please contact our [Customer Service Desk](#). If you are not satisfied with our services, you have the right to make a complaint to us. Information on our internal complaint process can be found [here](#). If you wish to refer your complaint to the TIO, you can do so by calling 1800 062 058 or by logging your complaint at www.tio.com.au.