

iiNet Business SIP Trunking

A new best friend for your business

Let's start with what SIP Trunking isn't. It isn't a whole bunch of big phone companies' copper lines in your office, used only sparingly but still costing you a heap in line rental fees.

SIP Trunking is a business grade voice solution that ensures only the necessary amount of concurrent calls can be made or received for your business, which eliminates those rental costs on unused copper lines. You'll save even more with all your day-to-day business calls being charged at much cheaper VOIP rates.

The features

- Reduced line rental costs
- 100 Free local calls per line every month
- 20c per minute mobile calls, low cost national & international rates, & no flagfall on any calls
- Business grade service levels
- Check your call records online
- Convenience of 1 bill for phone & internet
- Don't pay a cent when you make iiNet to iiNet SIP calls, or call your internal extensions
- Add one line at a time - no forced bulk purchase

How does it work?

● For the uninitiated

If for example you have 10 different phone numbers within your business, the chances of all 10 of those lines being engaged every second of the day for either incoming or outgoing calls are pretty slim. At most you might find that only 4 of those numbers are in use at any given time (that's 4 concurrent calls).

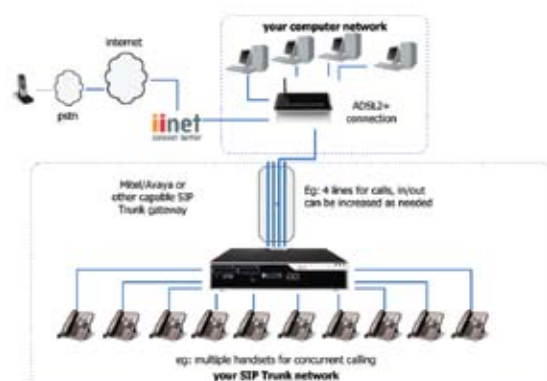
With a standard PSTN service, you'd be paying line rental for each of those 10 lines, but with SIP Trunking you can still have 10 extensions, and only pay rental for 4 lines.

If you know you'll only need a certain number of lines available at any given time, why pay rental for more?

● The other important stuff

Service delivery is managed by a smart voice gateway (IP PBX) that establishes the voice network connection. If or when capacity is reached, additional line capacity can be added, with the ability to transfer up to 100 concurrent calls.

With the IP PBX you can also get great additional features like voice mail, voice messaging to email, and call waiting.



What does it cost?

CALL RATES	
Feature	Rates
iiNet to iiNet	No fee (VOIP to VOIP)
Local	100 free per line per month, 10c thereafter
National	10c per minute
Mobile	20c per minute
International	From 5c per minute

- Only 5c Per Minute to; UK, USA, China, New Zealand, Singapore, Malaysia, and many more.

iiNet Business SIP Trunking

SET UP

Service agreement	Price
No contract	\$329 per Trunk
24 month contract	\$149 per Trunk

NUMBERS

Numbers	Price
per number	\$3.95 per year

LINES

SIP lines	Price
1-10	\$22 per line, minimum of 4 lines
11-20	\$18 per line
21+	\$15 per line

Quality of service

Our SIP Trunking services are intended for use over dedicated access links only, with each line needing approximately 96kbps for the best call quality.

Access type	Upload speed	Lines
Broadband1	384 kbps	4 lines max
Broadband2+	Up to 1,000 kbps	8 lines max
Broadband2+ on Annex M	Up to 2,700 kbps	20 lines max
Fibre	Up to 1000MBps	100 lines max

Service levels

- **Response from a network operator within 2 hours of lodgment.**
- **Escalated to a Network Engineer within 8 hours.**
- **Full resolution forecasted within 12 hours of lodgment.**

Business Broadband

For premium quality of service, bundle your SIP product with an iiNet Business Broadband plan. You'll get great benefits like;

- **Priority support**
- **20 Email addresses**
- **1GB web space**
- **Complimentary computer support**

All this on our national high-speed broadband network, giving you access to broadband2+ speeds as fast as your line can go.

Hardware/Setup

Talk to our business support team about tailoring a hardware setup that's right for you.

Let's do business

To sign up or find out more information about SIP, check out www.iinet.net.au/business or give our priority business support team a call on **13 24 49**.

We'll throw in this line for free.

iinet
connect better

iinet.net.au
13 24 49

