



99.999% Uptime Guarantee

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

PRE-PAID

No Setup Fee - Instant setup

Crazy2020 - Untimed SIP-Trunking

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

Monthly Charge
\$0.00*

*DID's & Calls not included



(Handsets Not Included)
(All pricing includes GST)

Here's what's included in our Crazy202 - Untimed SIP Trunk Plan

- ✓ All local calls are charged at \$0.07 per call.
- ✓ 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 \$0.07 per call.
- ✓ International Calls pricing can be found at www.Crazytel.com.au international pricing page.
- ✓ Unlimited Outbound Channels
- ✓ Unlimited SIP registrations

Mobile and international calls 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 – Crazy2020 - Untimed 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/>

Destinations	Setup Fee	Monthly Cost	Call Forwarding Costs	Setup Fee
Australia Fixed DID	\$0	\$1.00	To Australian Landlines	\$0.02/Min
New Zealand Fixed DID	\$1.95	\$1.95	To Australian Mobiles	\$0.05/Min
Australian Virtual Mobile	\$5.00	\$5.00	To 1300/1800 Numbers	\$0.22
1300 Business Numbers	\$0	\$7.95	To International Numbers	As Per International Rate List
1800 Business Numbers	\$0	\$7.95		



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. CAT A ports are free. All CAT A ports have a \$0 Setup fee, PLUS a monthly number hosting fee of \$1.00 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. Crazy2020 - Untimed 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 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.

Porting Charges

Category A - Single PSTN: Free (Port Rejection \$10 Per Number)

Category 1300 Numbers: Free (Port Rejection \$55 Per Number)

Category 1800 Numbers: Free (Port Rejection \$55 Per Number)

Category C: Complex port 100 Number Ranges Only - Free (Port Rejection \$16.00 Per Number)



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 , 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 Account Login Section or contacting customer service on 1800 272 998 or emailing help@Crazytel.com.au. If you wish to contact Crazytel in respect to a dispute, please email 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.