

Critical Information Summary

SIP Trunking Plans

UNHINGED - Business & Residential

Available for Business and Residential accounts. Charges and inclusions are the same for either account type.

Information About Pricing

Charge Type	Charges / Rate
Monthly Plan Fee (per eligible SIP Trunk; includes 1 additional outbound channel per eligible SIP Trunk)	\$20.00 / month / trunk
Standard SIP Trunk connection	\$0.50 / month / trunk
IP-Authenticated SIP Trunk connection (charged the same as a Standard SIP Trunk under this plan)	\$0.50 / month / trunk
Hybrid SIP Trunk connection (including an IP Trunk under Hybrid)	\$5.00 / month / trunk
Hybrid SIP Trunk AI, transcriptions and miscellaneous charges	See MyAccount portal
Calls to fixed line numbers	\$0.00 Per Call
Calls to mobiles	\$0.00 Per Min
Calls to 13/1300 numbers	\$0.00 Per Call
Calls to 1800 numbers	\$0.00 Per Call
Calls to International Destinations	View Here
Messages between devices/extensions	\$0.00 Per Call
Sending SMS to mobiles (Virtual Mobile Number required)	View Here
DID Diversion to Fixed Lines (also known as Call Forwarding, by web or 302)	\$0.02 Per Min
DID Diversion to mobiles (also known as Call Forwarding, by web or 302)	\$0.05 Per Min
Phone Numbers (also known as DIDs) - separate product	View Here
Premium features and other optional products - separate products	See MyAccount portal

All per-minute calls are charged in 1-second increments. All prices include GST. Each SIP Trunk incurs the \$20.00 Monthly Plan Fee plus its trunk-type connection charge above. Standard SIP Trunks and IP-Authenticated SIP Trunks total \$20.50 per month. Hybrid SIP Trunks (including an IP Trunk under Hybrid) total \$25.00 per month.

Separate products - charged separately: Phone Numbers (DIDs), premium features, Hybrid SIP Trunk AI, transcriptions, and other miscellaneous optional products are **not included** in this Unhinged plan. They are separate Crazytel products and are charged separately under their own product terms and pricing. Current rates for Phone Numbers (DIDs) are published on our website. Current rates for premium features, Hybrid AI, transcriptions and miscellaneous charges must always be referenced from the Crazytel MyAccount portal at <https://myaccount.crazytel.com.au/>. Hybrid AI, transcription and miscellaneous charges may change without notice due to foreign exchange rate movements and third-party supplier pricing. Where pricing changes significantly, Crazytel will endeavour to give notice.

Information About the Service

Unhinged is a pre-paid, month-to-month SIP Trunking service for Business and Residential accounts. It includes Local, National, Australian Mobile and 13/1300 calls. One (1) additional outbound channel is added for each eligible SIP Trunk on the account (Standard, Hybrid, or IP-Authenticated). Phone Numbers (DIDs), premium features and other optional products are separate products, are not included in this plan, and are charged separately.

Minimum Monthly Charge	\$20.50 (incl. GST) Lowest calculable monthly charge for this Offer: one Standard SIP Trunk or one IP-Authenticated SIP Trunk (\$20.00 Monthly Plan Fee + \$0.50 connection). For one Hybrid SIP Trunk (including an IP Trunk under Hybrid): \$25.00 (incl. GST) (\$20.00 + \$5.00). Each additional SIP Trunk increases the monthly charge by the applicable amount.
Maximum Monthly Charge	Not calculable - depends on the number/type of SIP Trunks and optional usage (international calls, Call Forwarding, SMS, Phone Numbers/DIDs, premium features, Hybrid AI, transcriptions and miscellaneous charges).
Early Termination Charge	\$0.00. No pro-rata credit is issued on cancellation.
Minimum Term	1 month (month-to-month; no fixed-term contract). Total minimum amount payable for the Minimum Term = the Minimum Monthly Charge above.

What is Included

Local & National calls, Australian Mobile calls, 13/1300 calls, and 1 additional outbound channel per eligible SIP Trunk on the account.

What is Not Included

International calls; Phone Numbers (DIDs); premium features and other optional products; all physical equipment (handsets, hardware, and other devices); and optional Hybrid SIP Trunk AI features, transcriptions and miscellaneous charges. These are separate products and are charged separately (see website and/or MyAccount for current pricing). Outbound channel capacity equals one (1) channel per eligible SIP Trunk and cannot be purchased as a separate add-on.

SIP-Compatible VoIP Handset(s) or PBX Required

You need a SIP-compatible device such as a VoIP 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 Minimum Monthly Charge and total minimum amount payable for the Minimum Term are set out under Information About the Service on page 1. Your account must remain in credit at all times. If your account balance is insufficient or falls into debit, services stop automatically until sufficient credit is restored.

No Pro-Rata Credit on Cancellation

If you cancel this plan, delete a SIP Trunk, or otherwise discontinue a billed SIP Trunk before the end of a billing period, no pro-rata credit or refund will be issued for any unused portion of that billing period. Charges already applied for the relevant Monthly Plan Fee and trunk connection fee remain payable for that period.

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. See: <https://crazytel.com.au/international/rates/>

Separate Products & Charges

Phone Numbers (DIDs), premium features, Hybrid SIP Trunk AI, transcriptions, and other miscellaneous optional products are separate Crazytel products. They are not included in this Unhinged plan and are charged separately under their own product terms and pricing.

Phone Number (DID) pricing is published on our website. Premium features, Hybrid AI, transcriptions and miscellaneous charges must always be referenced from the Crazytel MyAccount portal at <https://myaccount.crazytel.com.au/>. Hybrid AI, transcription and miscellaneous charges may change without notice due to foreign exchange rate movements and third-party supplier pricing. Where pricing changes significantly, Crazytel will endeavour to give notice.

Other Information

Scope of this Plan

This Critical Information Summary and the Unhinged plan apply only to SIP Trunks. Phone Numbers (DIDs), premium features, Hybrid AI, transcriptions and miscellaneous optional products are separate products, are not included in this plan, and are supplied and charged separately under their own product terms and pricing as published on our website and/or in MyAccount.

Fair Use Policy

Use of this service is subject to the Crazytel Fair Use Policy. You must use the service reasonably and in accordance with that policy. See: [Crazytel Fair Use Policy](#).

Call Usage and Spend Management

CrazyTel provides a self-service customer portal where you can monitor your usage and rates at any time, including a per-SIP-Trunk breakdown of your Monthly Plan Fee and connection charges, with spend management tools and customisable limits: <https://myaccount.crazytel.com.au/>

Financial Hardship

If you are experiencing financial hardship, contact our customer service team to discuss assistance options available under our Financial Hardship Policy.

Customer Service Details

Phone: 1800 272 998 | Email: help@crazytel.com.au

Software & Features

You acknowledge and agree that the software, features, and functionality provided by CrazyTel are sufficient for your requirements and are provided on an 'as-is' basis.

Dispute Resolution Process

If you wish to contact Crazytel in respect to a dispute, please email theloveteam@crazytel.com.au.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO for independent mediation at www.tio.com.au/making-a-complaint or by calling 1800 062 058.

Effective Date: 5 August 2026