

Critical Information Summary

Hosted PBX — cloud business phone system

Version dated 24 September 2026. All prices are in Australian dollars and include GST.

Provider

Siptalk Pty Ltd (ABN 34 618 990 622)

Service

A business phone system hosted in our network. You add **phone numbers, extensions** for your handsets, softphones or mobile apps, and the **call handling features** you want (ring groups, voicemail to email, auto attendant, call queues and more), and pay for each per month plus your calls. It runs over your existing internet connection.

Minimum periodic price

\$3.85 per month plus calls — one local number (\$3.30) and one extension (\$0.55), the smallest working system.

Maximum periodic price

Not calculable in advance. Your monthly charge is the sum of the numbers, extensions and features on your account plus the calls you make; every item and rate is listed on our rates page.

Minimum term

None. The service is month to month.

Cancellation

You can cancel any item, or the whole service, at any time in the customer portal. There is no cancellation fee and no fee for porting a number to another provider. Any prepaid balance left when you close your account can be refunded to the bank account or card it was paid from, on request. In the first month, numbers and features are charged pro rata for the part of the month they were active; after that they are charged by the full month, so the month in which you cancel is charged in full and not refunded.

Important conditions

- This is a prepaid service: charges are taken from the balance you keep on your account. If the balance reaches zero the service stops working but stays active and keeps being charged for up to three months unless you top up or cancel it.
- Calls are charged per call or per minute at our published rates; international calls are quoted per destination.

- Handsets are not included. You can use your own compatible SIP handset, a computer softphone, or our free mobile app.
- You need a reliable internet connection; call quality depends on it.
- Emergency calls (000) have limitations — see below.
- Use is subject to our Fair Use Policy.

What it costs

Each item is a flat monthly charge with no setup fee:

- Extension — \$0.55 per month
- Local phone number — \$3.30 per month; 1300 number \$11.00; 1800 number \$16.50
- Call handling features (voicemail to email, auto attendant, call queue, fax to email) — \$1.10 per month each

Call charges that matter most:

- Calls between your own extensions — free
- Calls to Australian landlines — 11¢ per call, untimed
- Calls to Australian mobiles — 11¢ per minute
- A **2-minute call to an Australian mobile** costs **22¢**
- An SMS from your business number — 8.8¢ per message
- Data — not applicable; the service does not include or charge for internet data

Calls received on 1300 and 1800 numbers, fax, the AI receptionist and calls you forward to mobiles carry their own rates. Every rate is on our rates page and in the customer portal under Accounts → Rates.

Early termination fees

None. There is no minimum term, no fee for cancelling and no fee for porting a number away. The only cost of cancelling is that the month you cancel in is charged in full for the numbers and features on the account (see Cancellation above).

Equipment

No equipment is a mandatory part of this service and none is sold as part of it. You bring your own compatible SIP handset, adapter or softphone, or use our free Cloud Softphone app on a phone or computer. Our device guides cover the handsets and apps we support.

Cancelling and your other services

Cancelling an extension stops any device registered to it. Cancelling a phone number stops all calls to that number; if you want to keep the number, port it to another provider *before* cancelling. A cancelled number is held in quarantine for 12 months, after which it may be recycled and assigned to another customer. During quarantine it can be reactivated on request; reactivation may carry a charge, depending on the work involved and any carrier charges, and we'll tell you the amount before reactivating. If you also take NBN internet from us, cancelling the phone system does not affect it, and vice versa.

Emergency calls

This is a VoIP service. Calls to **000** are supported, but unlike a traditional landline: they will not work during a power failure or if your internet connection is down, unless you have battery backup; and your location is not automatically sent to emergency services, so be ready to tell the operator where you are. Keep a mobile phone available for emergencies.

Usage information

Call records, charges to date and invoices are available at any time in the customer portal at my.siptalk.com.au. Roaming does not apply to this service.

Paying for the service

Siptalk is a **prepaid** service. You add money to your account in advance and your charges are taken from that balance as they fall due: monthly charges when they are billed, and calls as you make them.

If your balance reaches zero, your services stop working straight away, but they stay on your account as active services and their monthly charges continue for up to three months, taking your balance below zero. If you don't top up within that time, the services are cancelled and billing stops; any amount owing at that point remains payable. To bring services back before then, top up enough to return the balance to credit. To avoid this, the customer portal can email you balance notifications on a regular schedule, and a *critical balance alert* emails you every day once your balance falls below a level you choose. An automatic card top-up keeps the balance in credit without you having to watch it.

You can add funds by either of these methods. Neither carries a surcharge. The minimum payment is \$5.

- **Direct bank deposit** to the account details shown in the customer portal and on your invoice, quoting your account number.
- **Credit card**, as a one-off payment or set up as an automatic top-up in the customer portal so your balance never runs out.

Because the service is prepaid, calls can only be made while the balance is in credit, so call charges can never take you further than zero. Monthly service charges are the exception: they continue for the three months described above, so cancel any services you no longer want rather than letting the balance run down.

Customer service

Support and account enquiries are handled in writing: email support@siptalk.com.au or send a message from your account in the customer portal at my.siptalk.com.au, where you can also manage your services, view usage and download invoices at any time. Our support team works 9am to 5pm AEST/AEDT, Monday to Friday. Our phone line, 13 82 55, is for sales enquiries.

Complaints

If you're unhappy with our service, tell us and we'll try to put it right. Make your complaint in writing to support@siptalk.com.au with "Complaint" in the subject line, describing what happened and what you'd like us to do. We will:

- acknowledge your complaint within **2 business days** and give you a reference;
- aim to resolve it within **10 business days**, and if it will take longer, tell you why and when to expect an answer;
- escalate it to a manager if you ask us to, or if it isn't resolved in that time.

Complaints are free to make. Urgent complaints — about financial hardship, a disconnection, or a service someone relies on for medical or safety reasons — are handled within 2 business days. Our full Complaints Handling Policy explains the process in detail.

Telecommunications Industry Ombudsman

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO). The TIO is a free and independent dispute resolution service for consumers and small businesses.

- Phone: 1800 062 058
- Online: www.tio.com.au

Interpreter service

If you need help to read or write to us in English, the Translating and Interpreting Service (TIS National) on **131 450** can assist, in more than 150 languages.

- 131 450 (TIS National) 131 450.
- إذا كنت بحاجة إلى مترجم، اتصل بخدمة الترجمة التحريرية والشفوية (TIS National) على الرقم 131 450.
- Nếu quý vị cần thông dịch viên, hãy gọi Dịch vụ Thông Phiên dịch (TIS National) số 131 450.
- Αν χρειάζεστε διερμηνέα, καλέστε την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS National) στο 131 450.
- Se hai bisogno di un interprete, chiama il Servizio di Traduzione e Interpretariato (TIS National) al 131 450.
- 131 450 (TIS National) 131 450

National Relay Service

If you are deaf, hard of hearing or have a speech impairment, the National Relay Service can relay for you: call **1300 555 727** (Speak and Listen), TTY **133 677**, or visit accesshub.gov.au. Because we handle support by email, most customers find writing to support@siptalk.com.au directly is simplest.

Other documents

This summary should be read with our Terms and Conditions, Fair Use Policy, Refund Policy and Privacy Policy. Full current pricing is at siptalk.com.au/pricing/rates/.

Concessions and financial hardship

We don't offer concession pricing. If you're having trouble paying, you have a right to apply for financial hardship assistance, which is free — options include deferring payment, a payment plan, reducing a debt, or moving to a cheaper plan. See our Financial Hardship Policy or email support@siptalk.com.au.