Critical Information Summary

Ministry of Tech
of Tech
Technology Advice & Solutions

PAYG "Pay As You Go" VoIP Trunks

Information About The Service

Ministry of Tech offers business grade VoIP Trunks. VoIP Trunks can connect to your hosted or on-premise phone systems and many other compatible PABX systems. VoIP Trunks provide voice services to connect with traditional PSTN telephone networks.

VoIP trunks are available in various concurrent call capacities – from a minimum of 2 channels through to 64 channels.

VoIP Trunking is a standalone service that is delivered over your existing internet connection.

We do recommend you conduct a speed and jitter test prior to ordering this service.

http://argyle.speedtestcustom.com

If you have any queries in relation to the technical requirements please speak to our customer support team prior to ordering the service.

Minimum Term

The minimum contract term is 1 month. You can cancel this service at any time by emailing accounts@ministryoftech.com.au No cancellation fees apply.

Information About Pricing (PAYG Plans)

BreezeConnect Trunks	1	2	4	8	16	32
Monthly Fee	$8	$14	$24	$28	$48	$90
Public Phone Numbers	1	2	4	8	16	32
Setup Charge	Nil					
	Call Charges					
Local and National Landlines	9c					
Australian Mobile Networks	14c per minute + a 14c connection fee					
13/1300	28c					
1800	Free					
International	From 2.9c billed per minute					

Timed call types are billed per second in increments of one minute.
International call rates are outlined on our website.
All Prices include GST

Set Up Fees

There are no setup fees associated with these services, however a service call may be required to physically connect the service to your equipment or to program the new services into your PABX.

Additional Charges

No outbound calls are included within the SIP Trunking access fee.

Whilst we have tested our SIP Trunking service with many different PBX systems, we do not provide a free support service to assist you with the configuration.

There are no Churn fees charged by us, however your existing carrier (the losing carrier) may charge a "Local Number Porting Fee" - you should check this with them.

No Early Termination Charges Apply

Our VoIP Trunking plans are month to month services and therefore there are no early termination charges associated with the this service.

Configuration Charges

Please refer to our website for charges relating to any onsite or remote access required to configure your equipment to work with our services.

Other Information

This information applies to our VoIP call plans currently appearing on the Ministry of Tech website. The information contained herein does not apply to grandfathered plans or to plans not advertised on the Ministry of Tech website.

Customer Service Contact Details

You can contact Ministry of Tech customer service via phone 02 8064 2566, email support@ministryoftech.com.au or via the online enquiry form at www.ministryoftech.com.au/contact-us/

Complaint Escalation Process

If you are dissatisfied with the performance of a product or the customer service we provide and wish to escalate the matter further please see our Complaint Escalation Process on our website www.ministryoftech.com.au/complaints/

Access Your Call Records

You can access your call usage information by logging in to your customer account.

Billing Information

The VoIP Trunking access fees are billed in advance and call charges are billed in arrears.

Contact Details

Ministry of Tech
Phone: 1300 668 669
support@ministryoftech.com.au
ABN: 70 213 671 832