

SERVICE TERMS AND CONDITIONS

Critical Information Summary Sip Trunk

Key information summary for SIP trunk services connecting business phone systems to voice calling networks.

Document	Critical Information Summary Sip Trunk
Category	Critical Information Summary
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Contact	1800 000 299 Sales@c9group.com.au

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Quick Summary

Service type	SIP trunk voice connectivity.
Best suited for	Businesses with compatible PBX or managed voice infrastructure.
Dependencies	Requires suitable internet, router, firewall, and PBX configuration.
Support	C9 GROUP can assist with setup and carrier coordination.

1. Service Overview

SIP trunk services connect a compatible business phone system to voice calling networks using IP connectivity. Services may support inbound and outbound calling, number ranges, channels, and failover options depending on the order.

2. Minimum Requirements

Customers need a compatible PBX or voice platform, suitable internet service, router and firewall configuration, adequate bandwidth, power, and technical access for testing and support.

3. Key Inclusions

Inclusions may include SIP trunk access, channels, number routing, basic configuration assistance, carrier coordination, and support as described in the approved quote or service order.

4. Charges

Charges may include monthly trunk or channel fees, number charges, call usage, setup, porting, changes, and any third-party or carrier charges.

5. Important Limitations

Call quality and availability can be affected by internet performance, customer PBX configuration, LAN issues, firewall rules, power outages, and upstream carrier events. Emergency calling behaviour should be confirmed for the specific configuration.

6. Number Porting

Number porting depends on carrier validation, customer authority, losing carrier processes, and accurate account information. Porting dates are not guaranteed until confirmed.

7. Support Contact

For questions, support, or full plan details, contact C9 GROUP on 1800 000 299 or Sales@c9group.com.au.

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