



## Critical Information Summary

### Voice/SIP Trunking and Voice Porting Services Athena Networks

#### Service Description

This service provides businesses with Voice over IP (VoIP) and SIP Trunking capabilities, allowing voice communications over the internet. It also includes the option to port existing phone numbers from traditional services to our SIP Trunking platform.

#### Key Details

- **Service Type:** Business SIP Trunking and Voice Services
- **Number of Channels:** Capped SIP trunk channels based on business needs (up to 100 concurrent calls), or Unlimited channel PAYG trunks
- **Porting Options:** Local, national, and toll-free number porting available.

#### Minimum Term

Available on 12-month, 24-month or 36-month contracts.

#### Equipment

- **SIP-Compatible Equipment:** A compatible IP PBX or VoIP gateway is required for the service.
- **Optional Hardware:** Athena Networks provides pre-configured IP phones and routers if needed, available for purchase or rental.

#### Inclusions

- **Standard Features:**
  - Local, national, and mobile calling.
  - Direct In-Dial (DID) numbers.
  - Caller ID, call forwarding, voicemail, and call waiting.
  - 24/7 business-grade support.

#### Pricing Information

- **SIP Trunk Monthly Charges:**
  - Capped Trunks: \$54.50/month per channel (min 2 channels)
  - Pay-As-You-Go: \$54.50/month unlimited channels
- **DID Monthly Charges:**
  - 1300: \$40.00/month
  - 1800: \$40.00/month



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- Mobile: \$40.00/month
- NZ 0800: \$40.00/month
- NZ Mobile: \$40.00/month
- NZ Standard: \$40.00/month
- Single DID: \$2.00/month
- 10 Number Range: \$20.00/month
- 100 Number Range: \$130.00/month
- **Call Rates** (per minute):
  - Local & National Calls: \$0.16 per call
  - Mobile Calls: \$0.24 per minute
  - International Calls: Variable rates (refer to international rate table)
  - 1300/1800 Numbers: \$0.24 per minute for 1300, free for 1800 numbers
- **Number Porting Charges:**
  - Category A: \$30.00 per number
  - Category C: \$330.00 once-off
  - Category M: \$30.00 per number
  - Category S: \$100.00 per number

### Early Termination Fees

If you cancel a contract before the end of your term, early termination fees (ETF) will apply:

- Monthly service fee x months remaining on contract

### Voice Porting Process

- Porting your existing numbers to Athena Networks typically takes 5 to 10 business days, depending on the current provider and complexity. Category C ports can take up to 4 to 6 weeks.
- During the porting process, minimal service disruption may occur, which will be communicated and managed to minimize impact.

### Billing Information

- Billing is issued monthly in advance for SIP trunking fees and post-paid for call usage.
- Payment methods: credit card, direct debit, or bank transfer.

### Important Information

- **Fair Usage Policy:** Fair usage policies apply to prevent abuse of unlimited or flat-rate calling features.
- **Emergency Calling:** SIP Trunking supports emergency calls (000/112) with accurate caller location information where possible.



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- **SIP Compatibility:** Athena Networks ensures SIP trunking is compatible with most modern IP PBXs; however, it's the customer's responsibility to ensure their system supports SIP.
- **Service Quality:** VoIP services may be impacted by poor internet connection or network congestion. We recommend a business-grade internet connection for optimal performance.

### Customer Service & Support

- **Customer Support:** 24/7 support for business customers.
- **Contact Information:** Phone: 1300 409 252 | Email: [support@athenanetworks.com.au](mailto:support@athenanetworks.com.au) | Website: <https://athenanetworks.com.au>

### Complaints and Disputes

If you are not satisfied with our service, you can lodge a complaint via phone or email. If the issue is unresolved, you can escalate it to the Telecommunications Industry Ombudsman (TIO).

All prices are ex GST