

## Access4 Smart ISDN & Smart SIP

### The Service

<b>Service Description</b>	<p>Spirit's SIP services are feature rich cloud voice telephony services that are supplied over the internet or private data networks.</p> <p>Spirit offers two SIP variants – Smart SIP and Smart ISDN services.</p> <ul style="list-style-type: none"> <li>Smart SIP transmits voice over the data network and is used to connect third party phone systems to the public telephone network.</li> <li>Smart ISDN similarly transmits voice over a data network and converts the signal to a digital Integrated Services Digital Network (ISDN) format for compliant third-party phone systems.</li> </ul> <p>Both products require a defined number of channels that enable the end user to make or receive calls and have a maximum number of allowed concurrent calls which is equal to the total number of channels provisioned.</p>								
<b>Requirements and Availability</b>	<p>Smart SIP and Smart ISDN require a data network (internet or private network connected to Access4) to register on and make and receive phone calls, and any services delivered over third party or internet links must have a static IP address that is logged with Spirit for the security configuration.</p> <p>Each active concurrent SIP channel that makes or receives a call requires 100kbps of available bandwidth (up &amp; downstream) for the best performance and quality. Additional bandwidth is required for installations that require parallel connections of existing services.</p> <p>Smart SIP services can be purchased in any quantities and there are no minimum volumes.</p> <p>Smart ISDN can only be purchased in blocks of 10 channels and subject to maximum of 30 channels.</p> <table data-bbox="472 1001 1468 1326"> <tr> <th>Cloud ISDN Requirements</th><th>Supported Configurations</th></tr> <tr> <td>Telephony Interfaces</td><td>E1:TBRA, Euro-ISDN, ISO QSIG, VN4, CAS R2MFC T1: FCC Part 68 or CS-03, NI1/NI2, AT&amp;T 5ESS, DMS100, CAS (RBS), ISO QSIG</td></tr> <tr> <td>Signalling</td><td>ETSI-VN4-ISDN, NI1/NI2/AT&amp;T 5ESS/DMS100, ISO</td></tr> <tr> <td>Lan Interfaces</td><td>QSIG Basic Call &amp; QSIG feature transparency, Channel Associated Signalling (CAS), R2 MFC RJ-45s, 1000 BaseT / 100 BaseTX / 10 BaseT, full / half dupl</td></tr> </table>	Cloud ISDN Requirements	Supported Configurations	Telephony Interfaces	E1:TBRA, Euro-ISDN, ISO QSIG, VN4, CAS R2MFC T1: FCC Part 68 or CS-03, NI1/NI2, AT&T 5ESS, DMS100, CAS (RBS), ISO QSIG	Signalling	ETSI-VN4-ISDN, NI1/NI2/AT&T 5ESS/DMS100, ISO	Lan Interfaces	QSIG Basic Call & QSIG feature transparency, Channel Associated Signalling (CAS), R2 MFC RJ-45s, 1000 BaseT / 100 BaseTX / 10 BaseT, full / half dupl
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<b>Minimum Terms</b>	<p>Spirit's Smart SIP service is available on 0-, 12-, 24- or 36-month contracts.</p> <p>Spirit's Smart ISDN service is available only on a 36-month contract with upgrade clauses to allow end users to migrate to a UCaaS solution. that require parallel connections of existing services.</p> <p>Smart SIP services can be purchased in any quantities and there are no minimum volumes.</p> <p>Smart ISDN can only be purchased in blocks of 10 channels and subject to maximum of 30 channels.</p>								

### Monthly Recurring Charges

Licenses	Monthly Charge	Setup Charge
Smart SIP	\$30 per channel	\$150
Smart SIP (PRI 10)	\$150 (\$15 per channel)	\$150
Smart SIP (PRI 20)	\$240 (\$12 per channel)	\$150
Smart SIP (PRI 30)	\$350 (\$11.66 per channel)	\$150
Smart ISDN (PRI 10)	\$250 (\$25 per channel)	\$2000
Smart ISDN (PRI 20)	\$500 (\$25 per channel)	\$1500

Smart ISDN (PRI 30)

\$750 (\$25 per channel)

\$1000

## Smart SIP Call Charges

Call Plan	Monthly	Local	National	Aus. Mobile	13/1300	International
Smart SIP PAYG	\$0	10c per call	5.5c per minute	13c per minute	30c untimed	From 5c per minute
Smart SIP Unlimited - 10	\$150	Included	Included	Included	30c untimed	From 5 cents per minute
Smart SIP Unlimited - 20	\$240	Included	Included	Included	30c untimed	From 5 cents per minute
Smart SIP	\$350	Included	Included	Included	30c untimed	From 5 cents per minute

## Smart ISDN Call Charges

Call Plan	Monthly	Local	National	Aus. Mobile	13/1300	International
Smart SIP PAYG	\$0	10c per call	5.5c per minute	13c per minute	30c untimed	From 5c per minute
Smart SIP Unlimited - 10	\$60	Included	Included	Included	30c untimed	From 5 cents per minute
Smart SIP Unlimited - 20	\$120	Included	Included	Included	30c untimed	From 5 cents per minute
Smart SIP	\$180	Included	Included	Included	30c untimed	From 5 cents per minute

*\*All pricing is exclusive of GST and included call plans are subject to fair use policies.*

## Additional Options

There are a range of additional add-ons that are available for Smart SIP and Smart ISDN Services, you can upgrade at any time through the SASBOSS portal or by calling Spirit on 1300 007 001. Prices will depend on the options selected.

## Early Termination Fee

There are a range of additional add-ons that are available for Smart SIP and Smart ISDN Services, you can upgrade at any time through the SASBOSS portal or by calling Spirit on 1300 007 001. Prices will depend on the options selected.

## Customer Service

If you have issues with the ordering or support of SIP or Smart ISDN service, you can reach us via the following options.



**1300 007 001**  
(7 AM to 12 midnight AEST,  
7 days a week)



**support@spirit.com.au**



**spirit.com.au/contact-us**

## Complaints Handling and Dispute Resolution

If you have a complaint or are not satisfied with your service request from our service desk, you can escalate your complaint to **spirit.com.au/customer-forms/feedback-complaints**.

## Telecommunications Ombudsman

If you are not satisfied with the outcome after escalating as per the above process, you may seek assistance from the Telecommunications Ombudsman online at **www.tio.com.au** or by calling 1800 062 058.