

## INBOUND VOICE

This summary does not reflect any discounts or promotions which may apply from time to time. All prices contained in this document are inclusive of GST, unless otherwise stated.

### INFORMATION ABOUT THE SERVICE

Inbound Voice provides customers with virtual business numbers that can be called for as low as the cost of a local call. These numbers receive incoming calls and redirect them to an existing phone line ("answerpoint") such as a mobile or landline.

#### INCLUSIONS

Basic Australia-wide, State-based, and standard time-based routing are provided with your Inbound Voice number at no additional charge.

#### EXCLUSIONS

Any phone calls received on your 1300 number will be charged at the applicable call rate.

#### MINIMUM TERM

There is no minimum contract term

#### BUNDLING

This service is not conditional on any bundling arrangements.

#### MANDATORY COMPONENTS

An existing phone service is required as an answer point for this service. Calls can be answered on landlines, mobiles, and VoIP phones.

### INFORMATION ABOUT PRICING

#### SETUP CHARGES

<b>Simple Configuration</b>	\$0
<b>Complex Configuration</b>	\$400
<b>Customised Voice Response (CVR)</b>	\$620

#### VARIATION CHARGES

<b>Simple Variation Charge</b>	\$70
<b>Complex Variation Charge</b>	\$700
<b>Emergency Amendment - Business Hours</b>	Standard Variation Charge + \$140
<b>Emergency Amendment - Outside Business Hours</b>	Standard Variation Charge + \$275

### RECURRING CHARGES

<b>1300 Monthly Service Charge</b>	\$22 per service
<b>1800 Monthly Service Charge</b>	\$22 per service
<b>13 Monthly Service Charge</b>	\$22 per service
<b>13 Monthly Government Number Charge</b>	\$750 per service number

### CALL PLAN MANAGER

Call Plan Manager enables customers to manage their routing 24 hours a day, 7 days a week via an online interface.

<b>Call Plan Manager Establishment Charge</b>	\$140 per partition
<b>Additional Partition Charges</b>	\$140 per additional partition
<b>Modification Charge</b>	\$69.67 per change form submitted
<b>Monthly Call Plan Manager Service Fee</b>	\$35 per customer partition, per month

### 13/1300 NUMBER USAGE CHARGES

Description	Local to Fixed	National to Fixed	Mobile to Fixed	Intl. to Fixed	Mobile to Mobile	Fixed to Mobile	Intl. to Mobile
Call Connection Fee (Flagfall)	\$0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$0.00
Free Airtime	20 Min	-	-	-	-	-	-
13/1300 Standard Rate (per min)	\$0.05	\$0.10	\$0.16	\$0.12	\$0.35	\$0.35	\$0.60

### 1800 NUMBER USAGE CHARGES

Description	Local to Fixed	National to Fixed	Mobile to Fixed	Intl. to Fixed	Mobile to Mobile	Fixed to Mobile	Intl. to Mobile
Call Connection Fee (Flagfall)	\$0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$0.00
1800 Standard Rate (per min)	\$0.05	\$0.10	\$0.16	\$0.12	\$0.35	\$0.35	\$0.60

### PORT AWAY SERVICE CHARGE

Each number ported away from Inbound Voice will incur a \$140 fee per service.

## Critical Information Summary

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## OTHER INFORMATION

### USAGE INFORMATION

We recommend that you use our SmartCentre application to track your usage. It is available on the 'Sign in Centre' page on the relevant website listed at the bottom of this document. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s). Information in the SmartCentre Application and in the Usage Alerts may be up to 48 hours old.

### INTERNATIONAL ROAMING

1300 numbers may be compatible with international telephone networks (e.g. US, UK, and China) but there is no guarantee of a successful connection. Mobile roaming charges may be charged by your mobile provider for 1300 number calls answered outside of Australia.

### BILLING

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

### PAPER INVOICE CHARGE

Paper invoices incur a fee of \$2.20 (including GST).  
Receiving your invoice via email does not incur a charge.

## WE'RE HERE TO HELP

### FOR MORE INFORMATION

We are committed to creating a culture where your feedback is encouraged, recognised and consistently captured. If you would like to provide us with feedback, ask for more information or make a complaint please call Customer Help on **1300 228 123**.

### TIO

If you have raised a complaint with us and you are unsatisfied with our decision or the outcome, you are entitled to contact the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on 1800 062 058 or log onto the website: **[www.tio.com.au](http://www.tio.com.au)**.