

1300 Phone Numbers

Critical Information Summary

Information about the Service

The Service

A 1300 number gives your business a national presence and your customers a single point of contact.

1300 numbers are for receiving inbound calls only. We provide you with an interactive interface where you can manage the features provided and where the calls are to be forwarded to. There's no need to install new phone lines, calls are simply forwarded to your existing landline, viop or mobile phone.

TelcoEdge 1300 phone numbers include many powerful features for your business at no extra cost to you as outlined below.

Bundling

This service is not conditional on any bundling arrangements.

Minimum Term

1 calendar month unless otherwise agreed or specified in an offering.

Information about Pricing

Callers pay an untimed local call as charged by their carrier. A mobile caller may pay more depending on their carrier. You, the subscriber of the 1300 number, pay the fees as outlined in the below table.

All prices include GST.

| | SILVER | GOLD | PLATINUM |
|--|---|---------|----------|
| Setup fee | Nil | Nil | Nil |
| Monthly fee | \$10 | \$15 | \$25 |
| Value of calls included in monthly fee | \$15 | \$20 | \$35 |
| Calls to national Australian standard landline | 12c/min | 11c/min | 10c/min |
| Calls to Australian mobile | 39c/min | 38c/min | 35c/min |
| Calls terminated in TelcoEdge cloud | 12c/min | 11c/min | 10c/min |
| Voicemail email delivery | Nil | Nil | Nil |
| SMS alert on received voicemail | 12c | 10c | 8c |
| Fees for additional answer points | Nil | Nil | Nil |
| Fees to change your settings, call flow, audio | Nil | Nil | Nil |
| Forwarding calls to other 13 & 1300 numbers | 39c flagfall plus 5c/min | | |
| Forwarding calls to other 1800 numbers | 10c flagfall plus 5c/min | | |
| Forwarding calls to international destinations | http://telcoedge.com.au/pricing/international-rates | | |
| Complex configurations and custom setups | Quoted for on request | | |
| Custom audio file | Quoted for on request | | |
| Fees to port a number into our cloud | Nil | | |

Minimum Monthly Charge

Silver: \$10

Gold: \$15

Platinum: \$25

What's Included

Silver: \$15 worth of calls

Gold: \$20 worth of calls

Platinum: \$35 worth of calls.

All TelcoEdge 1300 phone numbers include many powerful features for your business at no extra cost to you. Time & day routing, call overflow, state based routing, voicemail-to-email, caller announcements, voice menus, post code routing, call recording, call screening, call queuing, support IVR, simultaneous ring, message on hold and many more enhancements are included with every 1300 number free of charge. This list is regularly expanding, please contact our sales desk for feature requirements.

A TelcoEdge interface where you can manage your service settings and access usage reports in real time.

What's Not Included

PCI compliant phone solutions such as automated phone payments and PCI Edge are not included in the standard services however are available and quoted for on a case by case basis by calling our sales desk on 1300 20 88 20.

Dishonour and late payment administration fees may apply where invoices are not paid in full on time.

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Cancellation

7 days' notice.

No cancellation fee applies.

Monthly service fee for the current month at time of cancellation is not refunded.

No transfer of 1300 number fee applies.

Other Information

On-line Access

Log into your TelcoEdge interface any time at <https://secure.telcoedge.com.au/voffice/> to access usage reports and manage your service settings in real time.

International Use

1300 numbers are specific to use within Australia and usually cannot be dialed from outside Australia hence we recommend to advertise your local Australian landing number for callers wanting to call your business from outside of Australia.

Where forwarding calls on your 1300 number to a mobile number that is roaming outside of Australia, your mobile carrier may charge you roaming fees.

Where forwarding calls on your 1300 number to an international number, the international call rates are shown at <http://telcoedge.com.au/pricing/international-rates>

Full Terms and Conditions

Product and pricing information is correct at time of printing. This critical information is a summary only.

Our full terms and conditions on which we provide our products and services are provided at <http://telcoedge.com.au/terms-and-conditions>

Billing

Our invoices are sent to you each calendar month by email. The invoice date usually coincides with the day of the month you commenced subscribing to a TelcoEdge service. Each invoice includes the monthly service fee in advance of the next month, and usage of the service for the past month that is in excess of the usage included free with the plan.

Contact Details

If you have any questions regarding your service please contact us on Phone: 1300 20 88 20 during 8:00am to 5:00pm ACT and ACDT Monday to Friday, or Email: sales@TelcoEdge.com.au

If we are unable to resolve your issue to your satisfaction please visit our Dispute Resolution policy provided at <http://telcoedge.com.au/policies>

If you are still not satisfied with the steps TelcoEdge has taken to resolve your issue you may contact the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints as a last resort and only after you have already attempted to resolve your issue with TelcoEdge. You can visit the TIO at www.tio.com.au or call them on 1800 062 058.

Thank you for Choosing TelcoEdge

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Phone: 1300 20 88 20

Email: sales@TelcoEdge.com.au