

# Virtual Phone Numbers

## Critical Information Summary

### Information about the Service

#### The Service

A virtual phone numbers gives your business the presence of a local phone number in any Australian capital city, and to be able to forward calls to your office or home based on time of day.

TelcoEdge virtual phone numbers are available in all Australian capital cities.

Virtual phone 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 virtual 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 the standard call fee to dial your virtual number as charged by their carrier. A mobile caller may pay more depending on their carrier. You, the subscriber of the virtual phone 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	\$40
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	<a href="http://telcoedge.com.au/pricing/international-rates">http://telcoedge.com.au/pricing/international-rates</a>		
Complex configurations and custom setups	Quoted for on request		
Custom audio file	Quoted for on request		
Fees to port a number into our cloud	\$50 per number		
Non direct debit manual handling fee	\$3.95 per month per account		

#### Minimum Monthly Charge

Silver: \$10

Gold: \$15

Platinum: \$25.

Where payment is made by manual bank transfer then a fee of \$3.95 per month per account is added to any of the above monthly fees.

#### What's Included

Silver: \$15 worth of calls

Gold: \$20 worth of calls

Platinum: \$40 worth of calls.

All TelcoEdge virtual 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 virtual phone number free of charge. This list is regularly expanding, please contact our service desk for feature requirements.

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

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### 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.

Non direct debit manual handling fee where payment of monthly invoice is not made by credit card or bank direct debit.

### Cancellation

7 days' notice.

No cancellation fee applies.

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

No transfer out of virtual phone 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

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

Where forwarding calls on your virtual phone 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 between 8:00am and 5:00pm ACT and ACDT Monday to Friday, or

Email: [service@TelcoEdge.com.au](mailto:service@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](http://www.tio.com.au) or call them on 1800 062 058.

## Thank you for Choosing TelcoEdge

If you have any questions regarding your service please contact us on

Phone: 1300 20 88 20

Email: [service@TelcoEdge.com.au](mailto:service@TelcoEdge.com.au)