CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

1300 numbers are 10 digit numbers where the caller is charged a local call rate from any landline in Australia. Higher rates may apply when calling the number from a mobile and are determined by the caller's mobile carrier. **1800 numbers** are 10 digit numbers where the call is free for the caller if dialled from an Australian phone line.

Both 1300 and 1800 numbers are national inbound numbers and can only be used for receiving calls where the account holder is charged a call rate dependent upon its origin i.e. local call, national call or a call from an Australian mobile. You can connect a new 1300 or 1800 number, or transfer your existing service onto the plan.

Starter 5 Plan comes with **Essential Features** including Live Call Reporting, Voice2Email, State Based Routing, Time Based Routing, and Call Overflow. **Premium Features** such as Auto Attendant (IVR), Business Intro Message, Call Alert, and a variety of advanced call routing and management features are optional and can be added to the plan for an additional monthly cost.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

1300/1800 STARTER 5	
ACCESS FEE	**$5** per Month
1300/1800 CALLS ROUTED TO AN AUSTRALIAN LANDLINE	
AUS LANDLINE / MOBILE	**15c** per Minute
1300/1800 CALLS ROUTED TO AN AUSTRALIAN MOBILE	
AUS LANDLINE / MOBILE	**30c** per Minute
FEATURES and FUNCTIONS	
ESSENTIAL FEATURES	**Included**
PREMIUM FEATURES	**$5** per Month
AI Call Transcripts / Sentiments (Premium Feature)	**6c** per Minute

Timed charges are quoted in per minute rates and charged in one second increments.

ADDITIONAL CHARGES

Additional charges may apply for some Value Added Services such as number porting and complex routing options. Please contact us on 1300 00 1300 for more information.

SET UP FEE and MINIMUM TOTAL COST

Set Up Fee: $29. Minimum Total Cost: $34.

MINIMUM TERM and PLAN CHANGES

Minimum term is one (1) month. You can change your plan at any time and changes take effect from the commencement of the following billing period.

EARLY TERMINATION CHARGE and CANCELLATIONS

There are no Early Termination Charges. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the billing period in which the service is being cancelled.

OTHER INFORMATION

INTERNATIONAL CALLERS

Although AUS 13-1300-1800 numbers may be called from some countries, they are not designed for use outside of Australia and a landline number is recommended as the international point of contact.

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit **b1300.com.au/policies-legal**

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Care Team on **1300 00 1300**

BILLING

We will bill you in advance for the monthly access fee and in arrears for any additional charges. Any included calls will be calculated according to the portion of the month they relate to. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Our standard method for bill delivery is email. Paper billing is available for a monthly fee of $5. To opt in to paper billing, please contact our Customer Care Team on **1300 00 1300**

PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

CONTACT US

B1300 is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 00 1300**

If for some reason you are not satisfied with the service received, please contact our Customer Care Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit **www.b1300.com.au/compliments-and-complaints**

If you are still not satisfied with the steps taken by B1300 to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with B1300 and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

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