



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Inbound Number Call Tracking utilises advanced software that allows you to track information about your callers, including how they found your business, where they're calling from, and what time they called. Our advanced tracking technology assigns unique session ID's to each of your website users. Once they make a call, our platform will give you insights including what page your caller converted on and what page they entered your website. The service includes call source and medium tracking, dynamic website visitor tracking, and comprehensive call reporting.

The service can be activated using your existing 13/1300/1800 number, which requires to be connected to one of our inbound plans. You can also choose to connect a primary 1300/1800 call tracking number and as many additional call tracking numbers as you require. Every call tracking number comes with our premium inbound features such as Auto Attendant, Voice2Email, Business Intro Message, and other advanced call management features. The service can also be used with Inbound Local Numbers. Please contact our Customer Care Team on 1300 00 1300 for further details.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

CTP
\$29
P/MTH

Call Tracking Software Subscription	\$29 per Month
Set Up Fee	\$29
Call Analytics Portal	Included
Management Portal	Included
Inbound Call Tracking	Included
Website Traffic Insights	Included
Campaign Insights	Included
GA4 Integration	Included
CRM Integration	Included
Meta Integration	Included
Keyword Tracking	Included
Inbound Call Tracking Number - Primary (if required) / Additional	\$10 per Month
Inbound Call Tracking Number - Set Up	\$19
Call Tracking Number - Routed to AUS Landline	6c per Minute
Call Tracking Number - Routed to AUS Mobile	12c per Minute
AI Call Transcripts / Sentiments	6c per Minute

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

SET UP FEE and MINIMUM TOTAL COST

Set Up Fee: \$29 Minimum Total Cost: \$58

MINIMUM TERM

Minimum term is one (1) month.

OTHER INFORMATION

EARLY TERMINATION CHARGE and CANCELLATIONS

There are no Early Termination Charges. A full monthly access fee applies to the billing period in which the service is being cancelled.

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 businessco.com.au/policies-legal

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCo 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.

BILLING

BusinessCo will bill you in advance for the monthly access fee and in arrears for the call 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. BusinessCo's 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

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

CONTACT US

BusinessCo 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 Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.businessco.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by BusinessCo 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 BusinessCo and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.