CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

International Toll Free Numbers are country specific national toll free numbers where the call is free for the caller if dialled from within the designated country. They 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 and where the number is being routed to.

International Toll Free Numbers offer a high level of call handling flexibility and can be routed to one or a range of answering points which can be either a landline or a mobile phone number.

The numbers come with included features such as Auto Attendant, Voice2Email, Business Intro Message, Geographical Routing, Time Dependent Routing, Call Alert, Call Forwarding, Call Overflow, Call Distributor and Call Barring.

MINIMUM TERM

Minimum term is one (1) month.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

	TF US TOLL FREE	TF NZ TOLL FREE	TF UK TOLL FREE
MONTHLY ACCESS	**$25** per Month	**$25** per Month	**$25** per Month
INCLUDED CALLS	**$25** per Month	**$25** per Month	**$25** per Month
	CALLS ROUTED TO LOCAL COUNTRY LANDLINE/MOBILE		
LANDLINE CALLS	9c per Minute	9c per Minute	12c per Minute
MOBILE CALLS	9c per Minute	12c per Minute	12c per Minute
	CALLS ROUTED TO AUSTRALIAN LANDLINE/MOBILE		
LANDLINE CALLS	9c per Minute	18c per Minute	12c per Minute
MOBILE CALLS	9c per Minute	28c per Minute	12c per Minute

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

ADDITIONAL CHARGES

Additional charges apply for calls made to the number from outside the designated country, number porting services, complex routing options and some value added services. For further information please contact us on **1300 00 1300**

SET UP FEES

$25

MINIMUM TOTAL COST

$50

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

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.

Copyright © BusinessCo. All Rights Reserved.