

Critical Information Summary

13/1300 Business Inbound Plans – 1st November, 2018



Information about the Service:

The 13/1300 Business Inbound plan summary explains all the important clauses and modalities about your Business Inbound Services. This document outlines the length of your contract, monthly and total payout based on the type of services subscribed depending on the originating number. Services are available as per the Terms & Conditions outlined in our SFOA (standard form of agreement).

Hardware is not included /supplied when signed up for this plan. Customers are required to arrange and setup their own equipment to utilize these services. These are Voice only plans - Data options are completely disabled for all plan categories. All plans include Line Rental charges & GST but specifically exclude Unlimited Calling rights and Data/MMS/Internet options within Australia.

*Services are contracted for a Minimum Term of 12 Months (1Year Contract)

PLEASE NOTE: Pro Rata Charges Apply - for all plan categories.

Please be advised that we can only offer our services at low prices if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with us to any of our offers, you agree to waive your rights under the CSG. For more information about CSG, please go to www.iftelecom.com.au/CSG.php

Minimum Monthly Plan Fee:

Note: See Plan Features & Inclusions below:

Monthly Spend	\$15.00	\$35.00	\$55.00
Included Value	-N/A-	\$50	\$80
Local Calls(1 st 15 mins. free)	10c – per min	10c – per min	10c – per min
National Calls Terminating on a landline	13c – per min	13c – per min	13c – per min
Mobile Calls Terminating on a landline	25c – per min	25c – per min	25c – per min
National Calls Terminating on a mobile	39c – per min	39c – per min	39c – per min
Mobile Calls Terminating on a mobile	39c – per min	39c – per min	39c – per min

Things to know:

Minimum Commitment: Total minimum commitment over 12 months is \$180.00 (\$15 plan), \$420 (\$35 plan), and \$660 (\$55 plan).

Termination: If the service is cancelled within 12 months of the start date, the cancellation fee is the minimum monthly commitment amount x months remaining.

Government Levy: All 6-digit 13 numbers incur a Government Levy Charge of \$743.45 Inc GST ongoing per month. This is the amount payable based on the charge as at 3 April 2005, and is adjusted each year by ACMA. We will only recover from you at a rate equal to the then current Government Number Charge.

Portability: If you are porting your 13, 1300 or 1800 number to us, the Porting of your Service Number will be conducted in accordance with the INMS Business Rules. Subject to the terms and conditions of the Agreement, you may Port your Service Number if that Service Number is declared Portable under the porting requirements administered by the applicable Regulator, and no exemption from such obligation has been granted.

Numbers: If the service has been cancelled and you request us to reconnect, you are not guaranteed you will receive the same number. If you have acquired a number via Auction site, you undertake to make sure that the Australian Communications and Media Authority register correctly reflects the details of your application. If there is any discrepancy, we may not be able to provide you a service on your auction number.

Use of Service: In using the service you must comply with any rules imposed by any third party who content or services you access using the service or whose network your data traverses.

Plan Features & Inclusions:

Your minimum monthly charge per number is \$15.00. Government regulation imposes an annual charge for 13 numbers. For further information, please visit: www.acma.gov.au

Pro Rata charges apply for contracted plans only & are worked out as a fraction based on how many days in the month are left from the time you joined us plus one month's rental in advance.

Early termination fees apply; except during any applicable cooling off period. Should you cancel/terminate your services within the 12-month contract term and out of the 10-business day, cooling off period, an Early Termination Fee – ETF of "Min. Monthly Plan Fee" x contract months remaining applies, per service subscribed.

Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.

First 15 minutes FREE for when calling from Local Landline to Local Landline only.

This service uses Optus as the carrier. IF Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Optus. For further information on the Optus network, please visit: www.optus.com.au/about/network.

For any additional details about your plan, please refer to our website for full rates, terms, and conditions.

A Monthly charge of \$5.00 Inc. GST applies for Non Direct – Debit payments.

To qualify for this plan you must be the Legal Lessee of the telephone line.

Other Fees & charges:

A comprehensive outline of additional fees and charges is located on our website: www.iftelecom.com.au/fees-and-charges

Contact Us:

You can contact us and even get an update on your usage at care@email.iftelecom.com.au or phone us on 1800 436 659 between 8am to 7pm Monday to Friday and between 9am to 6pm on Saturdays and Public Holidays. You can leave messages on Sunday and we will contact you on the next business day.

If you have any concerns or complaints, you can access our complaints handling process by calling us or at www.iftelecom.com.au/downloads/policies/Complaint_Handling_Process_Summary.pdf

You can also contact the Telecommunications Industry Ombudsman (T.I.O) at www.tio.com.au