

# Critical Information Summary

## Business Inbound -1800 Services - \$55 per month Plan. 1<sup>st</sup> June 2016

### Information about the Service:

The \$55 per month 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).

Customers are required to arrange and setup their own hardware to utilize the services

### Terms of Service:

Category	Description
Contract Term & Implications	Services are contracted for a Minimum Term of 12 Months(1 Year Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates extended, if any.
Hardware	Hardware is not included /supplied when signed up for this plan. Customers/Subscribers require to arrange and setup their own hardware to utilize the services.
Data Limit	Voice Services Only - plan does not include data.
Inclusions	This plan includes Line Rental charges, GST + \$80 of inbound call value on your inbound number
Exclusions	Unlimited Calling within Australia and Data/MMS/Internet options.

### Information about Pricing:

Usage Type	Amount(inc. GST)
Monthly Access Fee	<b>\$55.00</b> - (Per Service subscribed),
Total Minimum Cost over 12 Months	<b>\$660.00</b> over the 12 month contract/per service
Maximum Monthly Charges	Depends on the number of chargeable calls, made, that are not included in the monthly access fee
Pro Rata Charges	Apply - for all plan categories
Data Included	Voice Plan Only
Calls originating from Local Landline	10c per min + 0c Flagfall – for calls terminating at another landline number
Calls originating from National Landline	14c per min + 5c Flagfall – for calls terminating at another landline number
Calls originating from Mobile Numbers	25c per min + 5c Flagfall – for calls terminating at another landline number
Calls originating from National Landline	41c per min + 5c Flagfall – for calls terminating at another mobile number
Calls originating from Mobile Numbers	41c per min + 5c Flagfall – for calls terminating at another mobile number
Cancellation/Termination Fee	\$55.00 x contract months remaining/per service subscribed

- Your minimum monthly charge per number is \$55.00. Government regulation imposes an annual charge for 13 numbers. For further information, please visit [www.acma.gov.au](http://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 \$55.00 x contract months remaining per service subscribed.
- 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 <https://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 \$2.00 Inc. GST applies for Non Direct – Debit payments.
- To qualify for this plan you must be Legal Lessee of the telephone line.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1800 436 659

### If Telecom Customer Care contact details:

Phone: 1800 436 659

Email: [care@email.iftelecom.com.au](mailto:care@email.iftelecom.com.au)

Fax: 1300 654 574

Online: [www.iftelecom.com.au](http://www.iftelecom.com.au)

Postal: Locked Bag 3, South Melbourne, VIC 3205.

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### Internal disputes:

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.iftelecom.com.au>

### TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Online: [www.tio.com.au](http://www.tio.com.au)

Postal: PO Box 267, Collins Street West, VIC 8007.

Contact hours: 9am to 5:30pm (AEST) Monday to Friday.