

This Critical Information Summary does not reflect any promotions we may offer from time to time.

PLAN: INBOUND 1300 & 1800

Service Description

This plan provides you with an Inbound Number of either the 1300 Local Rate or 1800 Free Call type and are a convenient way to allow your customers to call you for the cost of a local, untimed call (1300) or at no cost (1800) from most fixed-line phones in Australia (additional charges may apply for the caller when calling from a mobile). You can transfer your existing inbound phone number or connect a new number with innoTel.

Plan Details	Inbound 1300	Inbound 1800
Minimum Monthly Charge	\$20.00	\$20.00
Call Charges	Calls terminated to: innoTel Hosted PBX: 8c p/minute Fixed Line / Geographic number: 12c p/minute Mobile number: 20c p/minute	
Minimum Term	1-Month	
Set-up Fee	\$90.00 (Includes new number set-up or existing number transfer)	
Early Termination Fee	No Early Termination Fee is payable	
Total Minimum Cost	\$110.00	\$110.00

INFORMATION ABOUT THE SERVICE

Service Availability

This service is available to available businesses located in Australia.

Bundling

You require a fixed-phone or mobile service in which to terminate calls to. You can purchase a service from innoTel or from another provider.

Equipment

No equipment requirements exist for this service.

Installation

No installation requirements exist for this service.

Other Key Information

This service does not include a phone line and cannot be used for outbound calls. innoTel is not responsible for any calls to a customer's Inbound number, including incorrectly dialled calls, telemarketing calls, test calls or calls forwarded to your Inbound number. Calls cannot be terminated to international phone numbers.

Plan Changes

No plan change fees are applicable with this service.

Relocation Charge

No relocation fees are applicable with this service.

Other Charges

If our suppliers increase its prices in the future, this may result in the cost of your service increasing. As per our Standard Form of Agreement, we will give you 30-days' notice before the increase takes place.

If you fail to pay your invoices on the due date specified in your invoices, a late payment fee of \$15.00 will be applied to your account and your services may be suspended or cancelled.

BILLING INFORMATION

Billing

Pricing outlined in this Critical Information Summary is based on a full billing cycle (calendar month). When your service becomes active with innoTel, your first bill will include:

- a partial monthly charge for the days remaining in current billing period.
- your minimum monthly charge in advance, and
- any additional / non-recurrent charges (e.g. call charges, connection, hardware fees etc).

Payment Methods

innoTel offer a number of payment methods. Direct Debit from a Bank Account and EFT/Bank Transfer are free of surcharges. Paying by other methods may attract a fee; you can view other payment methods and any surcharges that may apply by reviewing our Schedule of Fees and Charges at: www.innotel.com.au/policies/

Email Billing

innoTel is committed to keeping our environmental footprint as low as possible and our standard method of bill delivery is via email. Paper billing is available at an additional cost of \$2.50 per month.

OTHER INFORMATION

Full Terms

This information is provided as a summary only. For our full terms please visit www.innotel.com.au/policies/ for our Standard Form of Agreement (SFOA).

Access to your usage information

You can access your call and data usage information by logging on to the innoTel customer portal: <http://portal.innotel.com.au/>

Contact Us

We're here to help, so if you have questions or need assistance, please contact us on 1300 736 048. Our team is available between 9am and 5.30pm (AEST) Monday to Friday.

innoTel pride itself on exceptional customer service, however if you feel that you are not satisfied with the steps taken by us to resolve your issue, you can review our complaint handling policy at www.innotel.com.au/policies/.

If you are still not satisfied with the steps innoTel have taken, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting www.tio.com.au as a last resort.

The information supplied in this document is based on innoTel's standard service offering and is a summary only. From time to time, innoTel may offer special promotions or customise service plans to suit customers. Where a special offer or custom service plan is offered, please refer to the details of that offer or custom plan for any variations to the information outlined in this document