

BUSINESS INBOUND (1300, 1800)

INFORMATION ABOUT THE SERVICE

Service Description

The **innoTel Business Inbound** plans 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 apply to the caller when calling from a mobile). You can transfer your existing inbound phone number or connect a new number with innoTel.

All pricing is Inclusive of GST.

Service Availability

The service is available to customers with a current Australian Business Number (ABN).

Minimum Contract Term

No minimum term.

Service / Equipment Required

You are required to have at least one phone number that your Business Inbound (1300 or 1800) number can be terminated / routed to.

No equipment is required.

Bundling

There is no bundling arrangement required for this plan.

What is not included in this plan

The plan fee includes calls to local and national numbers. The plan does not include any features.

INFORMATION ABOUT THE PRICING

Minimum Monthly Charge

The following details the minimum monthly charges and total minimum costs associated with this plan.

Inbound 1300 or 1800

\$20.00

Maximum Monthly Charge

Your maximum monthly charge will vary and is dependent on your call usage and features that are not included as part of this package.

Call Rates

Inbound calls are billed based on the type of phone service the call terminates to (e.g. your landline or your mobile). Timed calls are billed in per-second increments.

Call Type	1300 Call Rate	1800 Call Rate
Calls terminated to your fixed line	10c p/min	10c p/min
Calls terminated to your mobile	20c p/min	20c p/min

For other call charges, please visit innotel.com.au.

International Calls Charges

Calls from international destinations vary in price. A list of countries and their call rates are listed at: www.innotel.com.au/phone/inbound/international-rates/

Set-up Charges

A Set-up fee applies to all 1300/1800 Inbound services, including both new and ported/transferred Inbound numbers.

Connection Type	Fee
1300 Setup Fee	\$59.00
1800 Setup Fee	\$59.00

Service	Total Minimum Cost
1300 Inbound service	\$79.00
1800 Inbound service	\$79.00

Configuration & Variation Charges

Initial Inbound configuration, subsequent variations and emergency changes may be subject to additional charges per setup or change. We will advise if these are applicable to you.

Port Away Charge

Should you Port Away your Inbound number to another provider a \$100 fee will be applied to your account.

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Plan Changes

You can change your plan during your contract term at no cost.

Early Termination Charge

This plan has no minimum term and as a result no early cancellation fees are applied.

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.

BILLING INFORMATION

Billing

The pricing outlined in this Critical Information Summary are 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 and 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 per month. Please see our schedule of fees and charges for Account & Billing related fees.

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 about your bill, your service or need technical assistance, please contact us on **1300 736 048**. Our service team are available between 9am and 5.30pm 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.