



Critical Information Summary – INBOUND 1300 and 1800

INFORMATION ABOUT THE SERVICE

Service Description

This service allows you an inbound telephone number starting with 1300 or 1800. The service allows you to offer your customers the convenience of low cost untimed calls from most fixed phones in Australia. The same number is used right across the country regardless of the caller's location and you specify where the call is answered.

This product is not required to be bundled with any other BTC product

Minimum term

12 months.

Early termination charge

If you cancel the service within the contract term, Early Termination Fees (EFT) will apply. The EFT is calculated at the monthly plan cost x the remaining months in the contract term.

INFORMATION ABOUT PRICING

Monthly charges

Plan	Monthly Fee	Minimum total cost
1300	\$25	\$300
1800	\$30	\$360

Service activation Fee

\$30.00

Call Rates

Plan	1300	1800
Local calls	8.8c per minute	8.8c per minute
National calls	13.2c per minute	13.2c per minute
Mobile calls from within Australia	16.5c per minute	16.5c per minute

Note: If you receive incoming calls on a mobile number – All calls from within Australia will be charged at 16.5c per minute.

The offer excludes:

- Telephone line that inbound calls are directed to.
- Important conditions of the offer:
 - Relevant installation fee will be on your first invoice
 - All access fees are billed one month in advance – your first invoice will be pro-rated to include service commencement date and service up to one month in advance of the current month of billing
 - All invoices will be emailed unless you.
 - 30 days written notice (email, fax or letter) is required from you for disconnection
 - A \$15.00 (ex GST) late payment fee may apply if an invoice is not paid by the due date
 - A 2.4% (ex GST) credit card surcharge applies for all credit card payments
 - Call out fees may apply for customer faults where the fault is deemed to be a problem caused by the customer's own equipment.

Paper Invoice Fee

We do not provide the option for paper invoices.

Payment processing fee

If you pay by credit card, a payment processing fee of 2.4% will apply.

Late payment fee

If you don't pay your bill by its due date, we may charge you a late fee.

For more information please see our terms and conditions of trade located at <http://businesstc.com/terms/>



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Important information about your first bill

When you first start a plan or change your Plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

Manage your service online

We will provide you access to our Customer Portal to view your bills online 24 hours a day, 7 days a week. For more information please visit businesstc.com

Support

Support is available during business hours - 8:30 am to 5:00 pm Monday to Friday (excluding public holidays).

If you have a fault with your broadband service, please restart your modem prior to contacting us.

Once you have restarted your modem, and your service is still not working, please contact us on 0747595000 or email support@businesstc.com.au

Please note: if we find that the fault is with your equipment, fee for service rates will apply.

Our fee for service rates can be found here. <http://businesstc.com/ffs>

Complaints.

All complaints are to send to accounts@businesstc.com.au.

We will respond to your complaint within 7 working days.

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058.