



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

1300 numbers are 10 digit numbers where the caller is charged a local call rate from any landline in Australia. Higher rates may apply when calling the number from a mobile and are determined by the caller's mobile carrier.

1800 numbers are 10 digit numbers where the call is free for the caller if dialled from an Australian phone line.

Both 1300 and 1800 numbers are national inbound numbers and can only be used for receiving calls where the account holder is charged a call rate dependent upon its origin i.e. local call, national call or a call from an AUS mobile.

Valet \$5 Plan includes a 1300 or 1800 number that is routed directly to a Voice2Email service. The Voice2Email service can be set up with its own unique announcement and all messages are emailed directly to the specified email address.

You can connect a new 1300 or 1800 number, or transfer your existing service onto the plan. The Valet \$5 Plan is only available with the fixed Voice2Email routing option.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

VALET 1300/1800 VALET 5	
ACCESS FEE	\$5 per Month
1300/1800 CALLS ROUTED TO VOICE 2 EMAIL SERVICE	
LOCAL CALLS	6c per Minute
NATIONAL CALLS	9c per Minute
MOBILE CALLS	12c per Minute

Local Calls - rate applicable to local calls made via landline to the 1300/1800 number.

National Calls - rate applicable to national calls made via landline to the 1300/1800 number.

Mobile Calls - rate applicable to calls made via an Australian mobile to the 1300/1800 number.

All calls are quoted in per minute rates and charged in one second increments.

MINIMUM TERM and PLAN CHANGES

Minimum term is **1 month**. You can transfer your service to a fully featured plan with the complete set of routing options at any time. A full monthly access fee of the new plan will apply to the month in which the plan change is being made.

SET UP FEE

There is **\$19** set up fee for this plan.

CANCELLATIONS and TRANSFERS

Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the calendar month in which the service is being cancelled or transferred.

MINIMUM TOTAL COST

VALET5 - \$24

ADDITIONAL CHARGES

An **Optional Charge of \$39** (once-off) applies to a professionally recorded Voice2Email announcement. For further information please contact us on 1300 00 1300.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication but may be subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the terms and conditions please visit www.business1300.com.au and see Service Terms and Conditions (SFOA).

INTERNATIONAL CALLERS

Although 1300 and 1800 numbers may be called from some countries outside of Australia it is strongly recommended that a landline number is advertised as the international point of contact.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Care Team on 1300 00 1300.

BILLING

Business 1300 will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Any call charges will be calculated and charged according to the portion of the month that it relates to. Business 1300's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Care Team on 1300 00 1300.

PAYMENT METHOD

Business 1300 accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Care Team on 1300 00 1300.

CONTACT US

Business 1300 is committed to excellence in customer service and advice to its customers. If you have any questions regarding the service please contact our Customer Care Team on 1300 00 1300.

If for some reason you are not satisfied with the service received, please contact our Customer Care Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.business1300.com.au/complimentsandcomplaints

If you are still not satisfied with the steps taken by Business 1300 to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with Business 1300 and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.