



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

Local Inbound Numbers are virtual landline numbers with an area prefix that represents an Australian city or region. For the purpose of providing the local inbound service, the numbers can only be used for incoming calls only. If you wish to use the number for outgoing calls, you will have to transfer the number to another platform such as hosted PBX or business VoIP.

The number must be routed to an answering point, which can be another landline number or a mobile. It can also be routed to an international number.

The account holder is charged a rate for each incoming call depending on where the number is routed to i.e. an Australian landline number, an Australian mobile number, or an international number.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

	LOCAL INBOUND	LITE \$9 P/MTH	MID \$19 P/MTH	PRO \$29 P/MTH
	CALLS ROUTED TO AN AUSTRALIAN LANDLINE			
ALL CALLS	10c per Minute	8c per Minute	5c per Minute	
	CALLS ROUTED TO AN AUSTRALIAN MOBILE			
ALL CALLS	20c per Minute	15c per Minute	10c per Minute	
	CALLS ROUTED TO AN INTERNATIONAL NUMBER			
ALL CALLS	From 10c per Minute			
Calls are quoted in per minute rates and charged in one second increments.	INCLUDED CALLS \$0	INCLUDED CALLS \$19	INCLUDED CALLS \$29	

MINIMUM TERM

1 Month

SET UP FEE

LITE9 Plan - \$19; MID19 Plan - \$0; PRO29 Plan - \$0.

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

LITE9 Plan - \$28; MID19 Plan - \$19; PRO29 Plan - \$29.

ADDITIONAL CHARGES

Additional charges apply for complex routing options and some value added services. For further information please contact us on **1300 000 100**.

ROUTING to INTERNATIONAL NUMBERS

Calls routed to international numbers are charged according to the country of destination. For all international call rates please contact our Customer Service Team on **1300 000 100**.

EARLY TERMINATION CHARGE and CANCELLATIONS

There are no Early Termination Charges. 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.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit www.businessco.com.au

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 000 100**.

BILLING

We 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. BusinessCo'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 Service Team on **1300 000 100**.

PAYMENT METHOD

BusinessCo 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 Service Team.

CONTACT US

BusinessCo is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 100**.

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

If you are still not satisfied with the steps taken by BusinessCo 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 BusinessCo and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.