

Inbound Services – Critical Information Summary

Inbound Services Rates (All prices are GST exclusive):

Inbound Services	Inbound Number	Monthly Cost	Local Calls**	National Calls**	Mobile Calls**	Contract Term (Months)	Total Minimum Cost*
***Fixed Termination	13	\$795	5c	7c	9c	12	\$9,660
		\$795	5c	7c	9c	24	\$19,080
	1300	\$15	5c	7c	9c	12	\$300
		\$15	5c	7c	9c	24	\$360
	1800	\$15	5c	7c	14c	12	\$300
		\$15	5c	7c	14c	24	\$360
Mobile Termination	13	\$795	18c	18c	18c	12	\$9,660
		\$795	18c	18c	18c	24	\$19,080
	1300	\$15	18c	18c	18c	12	\$300
		\$15	18c	18c	18c	24	\$360
	1800	\$15	18c	18c	18c	12	\$300
		\$15	18c	18c	18c	24	\$360

*Total Minimum Cost includes a one-off Activation Fee of \$120 on 12 Month contract term. \$0 Activation Fee applies on 24 Months contract term.

**All Call Rates above are charged per minute.

***For all Fixed Termination, 13 and 1300 Numbers, Local Calls are Free for the first 20 minutes and then charged a standard per-minute rate.

Information about the Service:

UnifiedNet™ Inbound Number is a fully featured call routing solution for business, making it easier for your customers to reach you.

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Minimum Term:

UnifiedNet™ Inbound Number is supplied on 12 or 24 month contract terms.

UnifiedNet Inbound Services Includes:

- Origin based routing (state, exchange area, postcode, and mobile location)
- Time dependant routing
- Call overflow
- Call splaying
- Customised Voice Response (CVR)
- \$0 Activation Fee on 24 Months contract term

Customer's Equipment and Cabling Requirements:

A Fixed Landline or Mobile is required for the answering point.

Early Termination Fees:

The Early Termination Fees (ETF) apply and are calculated by monthly access and hardware fees multiplied by the number of months remaining on the contract term.

Billing Charges:

- **Direct Debit:** No payment processing fees.
- **Credit Card Payment Surcharge:** A 1.5% surcharge of the total invoice applies if you choose to pay by credit card.
- **Non-Direct Debit Fee:** \$5.50 non-direct debit fee will be charged each month if you choose not to pay your bill by Direct Debit. This fee will be added onto the next invoice.

Customer Support:

We have an all-Australian-based Customer Support Team who can help you with any Technical Support, Account, Sales, or Other enquiries. Please contact UnifiedNet™ Customer Care on the details below.

UnifiedNet™ Customer Care

Online: www.unifiednet.com.au/contact/support

Phone: 1300 130 111

Email: support@unifiednet.com.au

Our support hours are standard business hours Monday to Friday 8:30 am – 5:30 pm excluding public holidays.

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Complaints Handling:

If you have a dispute and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

Attention: Compliance Manager

Email: compliance@unifiednet.com.au

Phone: 1300 130 111

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with our handling of your complaint and you have escalated this to UnifiedNet Compliance Manager, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.