

CRITICAL INFORMATION SUMMARY

Inbound 1300/1800 Service – 24 & 36 MONTHS



INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Inbound services are virtual, transportable numbers which point to a national fixed number or mobile number, which offer your customers the convenience of low-cost untimed calls to your business from most phones in Australia.

MINIMUM ACCESS REQUIREMENTS

To access the Service, you will need an additional Fixed Line, SIP Voice or Mobile telephone service (not included).

MINIMUM CONTRACT TERM

24 or 36 Months.

KEY DETAILS

Your Monthly Access Fee includes Australia-wide routing, State Based routing, Time of Day routing, Call Overflow, Call Splaying, and Call Connection fees. Other calls, optional Value added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

INFORMATION ABOUT PRICING

PLAN DETAILS

1300/1800 Standard

Monthly access fee	\$25
Minimum cost over term	Minimum cost over 24 months : \$600 Minimum cost over 36 months : \$900

Local Numbers	National Numbers	Australian Mobile Numbers
Landline Terminating (per minute)		
\$0.10	\$0.10	\$0.10
Mobile Terminating (per minute)		
\$0.24	\$0.24	\$0.24

EARLY TERMINATION & DISCONNECTION TIMEFRAMES

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of 50% of your minimum monthly commitment (Minimum Monthly Charge + Additional Monthly Charges), multiplied by the months remaining in your contract will apply.

TIMED CALLS

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OTHER INFORMATION

Timed calls are billed in 1 minute increments.

Smartnumbers®

If you would like to use a specific telephone number, you need to check its availability at www.thenumberingsystem.com.au. If the number is available and you successfully purchase it, you will need to notify Power Networkx of the full telephone number, in addition to the EROU number so that we can activate the service for you.

Please note: Power Networkx has no control over Smartnumber® pricing, this is controlled by the ACMA.

CONNECTION TIMEFRAMES

New Inbound connections typically take between five and ten business days. Porting existing Inbound services from another Service Provider usually takes up to twenty business days.

PROMOTIONAL PRICING

Pricing in this Critical Information Summary does not take into account any promotional discounts or custom pricing. Promotional pricing on offer may be revoked at any time.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions or need assistance, please call us or visit our website so we can serve you better.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

CONTACT DETAILS

Call Us: 1300 797 428
Email Us: admin@powernetworx.com.au
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