

1800 Business Plan

Information about this service

- Minimum monthly charge: \$15 +gst
- Maximum monthly charge: Unknown
- Minimum term applicable: 1 month
- Maximum charge for early termination: \$0

This is a service with a monthly fee of \$15 +gst and call rates charged in 1 second increments, and a one-time setup fee of \$20 +gst. There are no charges to change configuration, or add features. There are no contracts and no early termination charges with this service.

Description about this service

A 1800 number on this plan is a pre-paid inbound telephone service. 1800 numbers receive national calls and redirect them to existing phone lines, including fixed line, mobile and SIP services.

Qualifications

An existing phone service is required to receive calls redirected via this service. Calls made to this service can be diverted to Australian fixed line, mobile or SIP services, i.e. any services with the prefix 02, 03, 04, 07, or 08 or over a SIP trunk.

Eligibility

Telephonic services are available to Australian business customers only. To be eligible for this plan you or your business must provide us with a registered ABN, ARBN or ACN.

Billing & Payment

Payment is strictly by Direct Debit bank or credit card payment automatically processed by our secure payment gateway (Stripe). This service is billed in arrears, with 14 day terms.

Cancellation, upgrades / downgrades

You may change plans at any time. Service changes will be applied at the time of request. Changes to billing will be applied to your next invoice.

This service is supplied on a month-by-month basis, so no early termination or cancellation fees apply. You may cancel your account in your online portal or by emailing us. Cancellation will be effective at the end of the current month.

Service restrictions

Calls to this service cannot be forwarded to emergency services (000), premium rate services, international numbers or destinations, or other 1300/1800/13 services.

Pricing & service inclusions

Plan pricing

The 1800 Business plan costs \$15 per month +gst. There is a one-time setup charge of \$20 +gst that is added to your first invoice.

Call rates

You are charged to receive calls on this service, and there is no limit to the number or length of calls received.

- Calls answered on a landline: 7.5 cents per minute
- Calls answered on a mobile: 14.5 cents per minute

Calls are charged in 1 second increments, with no flagfall or call connection charges.

Included features

- | | |
|---|-------------------------------|
| • Divert to fixed, mobile or SIP services | • Time-based scheduling |
| • Start-of-call announcement | • Voicemail to email |
| • Whisper identifier | • Missed call alert |
| • IVR (Voice Prompt Menu) | • Call recording |
| • 24/7 online change management | • Reporting for data analysis |

Included phone number

This service includes the connection of a single phone number, which may be:

- Supplied by us from our list of available numbers
- A number active with another provider that is ported onto our network

Other information

Enquiries, technical support & complaints

Telephonic contact details

- Phone 1300 162 163
- Email info@telephonic.com.au
- Live chat telephonic.com.au

Find our complaint policy at telephonic.com.au/policies

Managing your service

Login to the [Telephonic customer portal](#) to view your services and access your invoices.

Telecommunications Industry Ombudsman (“TIO”)

Contact us first with any complaint and we will do our best to solve your problem during our first contact. You can contact the TIO as follows:

- Phone 1800 062 058
- Fax 1800 630 614
- Online tio.com.au/making-a-complaint

This CIS is a summary only. Please contact Telephonic for further information or [visit our website](#) for full terms and conditions. This summary valid as of April 2021.