

### 1800 Office Plan

#### Information about this service

- Minimum monthly charge: \$50 +gst
- Maximum monthly charge: \$50 +gst
- Minimum term applicable: 1 month
- Maximum charge for early termination: \$0

This is a \$0 call rate service with a single monthly fee of \$50 +gst, and a one-time setup fee of \$20 +gst. There are no charges to divert calls, receive calls, 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 or mobile services, i.e. any services with the prefix 02, 03, 04, 07, or 08.

#### 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. This service plan is only available for new 1800 number activations.

#### Billing & Payment

This is a pre-paid service. Payment is strictly by Direct Debit bank or credit card payment automatically processed by our secure payment gateway (Stripe). This service is to be pre-paid in advance on the 1<sup>st</sup> of each month.

#### 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 pre-paid 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 Office plan costs \$50 per month +gst. There is a one-time setup charge of \$20 +gst that is added to your first invoice.

#### \$0 call rates

You will not be charged to receive any calls on this service, and there is no limit to the number or length of calls received.

#### Included features

- Diversion to fixed line or mobile services
- Start-of-call announcement
- Whisper identifier
- Divert to up to 3 phones
- Time-based scheduling
- Voicemail to email
- Missed call alert
- 24/7 online change management

#### 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 (at no additional cost)
- A number that has been purchased and not yet activated on a network

#### Capacity

This service can only support the following at any time:

- 2 concurrent calls
- Calls diverted to a maximum of 3 phone services

### Other information

#### Enquiries, technical support & complaints

##### Telephonic contact details

- Phone 1300 162 163
- Email [info@telephonic.com.au](mailto:info@telephonic.com.au)
- Live chat [telephonic.com.au](https://telephonic.com.au)

Find our complaint policy at [telephonic.com.au/policies](https://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](https://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.