

## Inbound Services

### INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Inbound Service** plan.

It covers things like the length of your contract and how much you need to pay each month.

#### Minimum Term

The minimum term is **24 months**.

#### What's Included and Excluded?

The following minimum inbound call spend applies per plan:

- Basic: \$0
- Edge: \$300 per month
- Ultra: \$500 per month

All 1300 service Local calls include the first 15 minutes free of charge.

### INFORMATION ABOUT PRICING

The minimum monthly charge is as per Table 1 below, plus any applicable call charges.

The total minimum amount that you'll pay over the period of your agreement is as follows:

- 1300/1800 Services: \$480
- One8 Services: \$20,652.48, including Government Levy
- One3 Services: \$38,525.76, including Government Levy

All prices include GST.

### Standard Charges

Table 1 - Minimum Monthly Charges

Inbound Service	Rental Fee	Government Levy
1800 Service	\$20	N/A
1300 Service	\$20	N/A
One8 Service	\$800	\$60.52
One3 Service	\$1,000	\$605.24

Table 2 - Call Rates - Landline Terminating

Plan	Local	National to Landline	Mobile to Landline
Basic	10c	16c	16c
Edge	8c	12c	12c
Ultra	6c	8c	8c

Table 3 - Call Rates - Mobile Terminating

Plan	Local	National to Landline	Mobile to Landline
Basic	N/A	45c	45c
Edge	N/A	35c	35c
Ultra	N/A	25c	25c

Timed calls are billed in 60 second increments.

### OTHER INFORMATION

#### Government Levy

Government Levy is applicable to all 6-digit 13/18 numbers which incur a charge per month as per the Telecommunications (numbering charges) Act 1997, please refer to [www.ACMA.gov.au](http://www.ACMA.gov.au) for further information.

#### Early Termination

If you choose to cancel your service or it is disconnected for any reason within the **24 month** contract term you will be charged an early termination fee (ETF) comprised of the minimum monthly charge, multiplied by the months remaining in your contract.

#### Smartnumbers®

If you would like to use a specific telephone number, you need to check its availability at [www.thenumberingsystem.com.au](http://www.thenumberingsystem.com.au). If the number is available and you successfully purchase it, you will need to notify Telair of the Full telephone number, as well as the EROU number so that we can activate the service for you.

#### Connection Charges

There are no up-front connection or setup fees for standard routing requests. Complex routing is priced on application.

#### Connection Timeframes

Once we've accepted your application, we'll try to connect your business Inbound service on the date you ask for, however, this might not always be possible.

All new service requests take between five and ten business days to complete. If you are porting your service from an existing carrier, the timeframe is between five and twenty business days.

#### Billing

We will bill you in advance for the minimum monthly charge and features. 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, just call us on **1800 835 247** so we can serve you better or you can visit us at [www.telair.com.au](http://www.telair.com.au) for additional information, including to access information about your usage of the service.

#### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.telair.com.au](http://www.telair.com.au).

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).



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