CRITICAL INFORMATION SUMMARY
Inbound *Pro*

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Inbound services are virtual, transportable numbers which point to a national fixed number or mobile number, which makes it easier for customers to do business with you.

MINIMUM ACCESS REQUIREMENTS

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

MINIMUM TERM

The minimum term of this plan is 24 Months.

MINIMUM CALL SPEND

No minimum call spend applies with this plan, however, a minimum call fee of $0.05 applies per call.

WHAT'S INCLUDED/EXCLUDED?

There are no inclusions with this plan. All calls are tolled in addition to the minimum monthly charge.

If you wish to transfer your existing Inbound number for use with Telair, a port will be required - Inbound Ports are included free of charge. Inbound ports are conducted in accordance with the INMS business rules.

INFORMATION ABOUT PRICING

Service Type	Monthly Access Fee	Monthly Government Levy
1800 Service		N/A
1300 Service	$20.00 Minimum cost over 24 months: $480	N/A
One8 Service		$60.52*
One3 Service		$605.24*
Inbound Portal & Advanced Features	POA	N/A

Table 1 - Minimum Monthly Charge (Monthly Access Fee + Monthly Government Levy)
*Government Levy is passed through at cost and is subject to change at any time, including within minimum contract term.

Local Numbers	National Numbers	Australian Mobile Numbers
Landline Terminating (per minute)		
$0.09	$0.09	$0.09
Mobile Terminating (per minute)		
$0.20	$0.20	$0.20

Table 2 - Call Rates. Timed calls are billed in 1 second increments, with a $0.05 minimum call fee.

PRICING

All pricing in this Critical Information Summary is exclusive of GST.

EARLY TERMINATION

The Early Termination Fee (ETF) for this service is calculated as the plan's minimum monthly charge, multiplied by the months remaining in the contract term, plus any unbilled charges.

CONNECTION CHARGES

There are no up-front connection charges with this plan.

ROUTING CONFIGURATION CHARGES

- Basic Routing: $0
- Advanced Routing Features: POA based on complexity

Committed to delivering what we promise

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INFORMATION ABOUT PRICING (cont...)

USAGE & PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

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 Telair of the full telephone number, in addition to the EROU number so that we can activate the service for you.

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

GOVERNMENT LEVY

The Government Levy is applicable to all 6-digit One3 (13x xxx) and One8 (18x xxx) numbers, which incur a charge per month in accordance with the Telecommunications (Numbering Charges) Act 1997. The Government Levy is subject to change at any time, including within the minimum contract term.

OTHER INFORMATION

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.

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, just call us on 1800 835 247 or visit our support centre at https://support.telair.com.au so we can serve you better. You can also visit us at www.telair.com.au for additional information, including to access information about service usage.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website at 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.
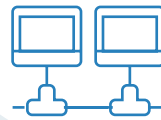
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