

CRITICAL INFORMATION SUMMARY

Inbound Plans

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 or 36 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 call inclusions with these plans. All calls are tolled in addition to the minimum monthly charge. See overleaf for Standard and Advanced feature inclusions.

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 & Plan	Monthly Access Fee	Minimum Cost over Term
1300/1800 Standard	\$20	Minimum cost over 24 months: \$480 Minimum cost over 36 months: \$720
1300/1800 Advanced	\$120	Minimum cost over 24 months: \$2,880 Minimum cost over 36 months: \$4,320
13 Standard*	\$800*	Minimum cost over 24 months: \$19,200 Minimum cost over 36 months: \$28,800
13 Advanced*	\$1200*	Minimum cost over 24 months: \$28,800 Minimum cost over 36 months: \$43,200

Table 1 - Minimum Monthly Charge. *Note: Includes additional government number charge.

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 and does not take into account any promotional discounts or custom pricing.

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.

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 NUMBER CHARGE

The additional government number charge is applicable to all 6-digit 13 (13x xxx) and 18 (18x xxx) numbers, which incur a charge per month per the Telecommunications (Numbering Charges) Act 1997.

Committed to delivering what we promise

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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.

STANDARD VS ADVANCED FEATURES

STANDARD PACKAGE	ADVANCED PACKAGE
<ul style="list-style-type: none"> Includes number rental for a 13, 1300 or 1800 number, directly routed to a single endpoint 	<ul style="list-style-type: none"> Everything included in Standard, plus: Origin Dependent Routing - State Based Only Time Dependent Routing Call Distributor Call Overflow VoiceMail - Standard Call Access - Statewide Access Call Barring - Local Call Barring Emergency Diversion Origin Dependent Routing - Area Code Routing Origin Dependent Routing - Exchange Routing Origin Dependent Routing - Mobile Origin Location Indicator (MOLI)

Table 3 - Complex routing features included with Standard vs Advanced

Talk to us about...



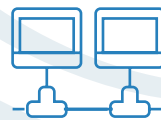
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT

Committed to delivering what we promise