

## CALLNET 1300/1800 INBOUND PLANS

Callnet's 1300/1800 Inbound services offer businesses a flexible and cost-effective solution for handling customer calls. This service enables customers to reach businesses at a national level without incurring the cost of a local call (1800 numbers only), enhancing accessibility and customer satisfaction. 1300 numbers incur a call charge for both the business and the caller, which 1800 numbers are free-call numbers, meaning there is no charge to the caller; the business bears the cost of the call. With features such as call routing, Callnet's 1300/1800 services ensure that businesses can effectively manage inbound enquiries and provide excellent customer support. Additionally, Callnet can port your existing 1300/1800 number(s) from your current provider or assist you in purchasing a new 1300/1800 number, ensuring a seamless transition and integration with your existing communication systems.

Calls are billed in per second increments.

\* All prices are exclusive of GST

Number Type	Originating Number	Terminating Number	Cost per Minute
1300	Local Landline **	Local Landline	\$0.15
1300	National Landline	Landline	\$0.15
1300	Mobile	Landline	\$0.25
1300	Landline	Mobile	\$0.25
1300	Mobile	Mobile	\$0.25
** First 15 minutes free			
1800	Local Landline	Local Landline	\$0.15
1800	National Landline	Landline	\$0.15
1800	Mobile	Landline	\$0.25
1800	Landline	Mobile	\$0.25
1800	Mobile	Mobile	\$0.25

### Monthly Access Fee

A \$20 monthly access fee applies to 1300/1800 inbound services.

### Service Information

This service includes national based routing only, no international answering points allowed.

## Service Charges

Service charges commence from the day Callnet activates your service. Your first bill will be pro-rated from the activation date to the 27th of the month, and will also include a month in advance. As a result, your initial bill may be higher than your regular monthly plan fee. After the first month, your bill will return to the standard monthly charge for your plan.

## Billing Information

You will be billed on the 28th of each month for the full monthly plan fee based on your selected plan(s). The billing period covers from the 28th of the current month through to the 27th of the following month. You will receive your bill via email approximately 3-5 days after the 28th.

## Payment Information

You can pay your monthly charge(s) by BPay, Credit Card, Australia Post Billpay, Cheque, Direct Deposit or Direct Debit, with payment due by the 15th of each month. To set up Direct Debit, please contact our Customer Support team.

If payment is not made by the due date, a \$10.00 late payment fee will be applied to your next bill. If you are experiencing financial hardship, please reach out to our Customer Support team to discuss available options.

## Fair Use Policy

You are required to comply with our Fair Use Policy and refrain from using your services in an unreasonable or fraudulent manner, or in a way that negatively impacts the integrity of the network. If you breach the Fair Use Policy, we may take action, including suspending or cancelling your service. You can view our Fair Use Policy on our website at [www.callnet.com.au/legal](http://www.callnet.com.au/legal)

## Special Promotions, Extras and Subscriptions

This summary doesn't include information on special promotions, optional extras, or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras, and subscriptions.

## Other Information

### Customer Service

We have an Australian-based team ready to assist you with any technical support, account queries, or sales questions. Our Customer Support team operates Monday - Friday 9am - 5pm.

### Complaints

If you are not satisfied with your service, you can follow our dispute resolution process. For more information, please view our Complaints Handling Policy at [www.callnet.com.au/legal](http://www.callnet.com.au/legal)

### Ombudsman

If you remain unhappy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be reached by calling 1800 062 058 or by visiting the TIO website at [www.tio.com.au/complaints](http://www.tio.com.au/complaints)

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