# CRITICAL INFORMATION SUMMARY – INBOUND BUSINESS PLAN

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

## INFORMATION ABOUT THE SERVICE

Your plan sets out the pricing that applies when you make and receive calls on your inbound service.

### SERVICE DESCRIPTION

The Inbound Business plan allows you to offer your customers the convenience of low-cost untimed calls to your business from most fixed or mobile phone within Australia. The same number is used right across the country, regardless of the caller's location and you specify where the call is answered. You can transfer your existing inbound service or activate a new service with Best Telecom.

### MINIMUM TERM

12 months; early termination charges are calculated by multiplying the remaining months x monthly fee.

## INFORMATION ABOUT PRICING

### MINIMUM MONTHLY CHARGE

$14.99

### CALL RATES

The table below shows standard rates for the Inbound Business plan. Calls are billed in 60 second increments:

| CALL TYPE | CHARGE | |
|---|---|---|
| Calls terminating on a Fixed Service | Local | First 15 minutes free per month for 13/1300 services.* $0.11 per minute thereafter |
| | National | $0.176 per minute |
| | Mobile | $0.473 per minute |
| Calls Terminating on a Mobile Service | $0.473 per minute | |
| Other Fees | New 1300/1800 Number | Free |
| | New 13 Number | $1,100 |
| | Existing Port Fee | Free |
| | Number Early Release Fee | $129 |
| | Number Reservation Fee | $30 |
| | Adds, Moves & Changes | $40 |
| Government Levy on 13 numbers (excludes 1300 numbers) | $900 per month | |
| **OPTIONAL SERVICES **** | | |
| Exchange Service Area Routing | $175 per month | |
| Post Code Routing | $450 per month + | |
| Mobile Location Routing (MOLI) | $450 per month | |
| RVA-IVA Service | $20 Configuration Fee | |
| RVA/IVA Recording | $50 | |

*First 15 minutes free for local calls are included on 13/1300 services. Not applicable to 1800 services. Unused included call value expires monthly. For details of charges for call types that are not listed, please contact Customer Service on 1800 792 151.

** For more information about optional services, please speak to your Best Telecom representative.

### EARLY TERMINATION CHARGE AND OTHER CHARGES

You can cancel your Inbound Business Plan at any time, although you need to provide us with a minimum of one month's advance notice. If you fail to provide us with this notice, we will bill you in lieu of providing one month's notice, except where there is a fixed term contract in place, an Early Termination Fee will still apply. This is calculated by multiplying the remaining months x Minimum Monthly Charge.

### OTHER CHARGES

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.



**Best Telecom Group Pty Ltd** ✱ ABN 13 634 555 034
**Phone** 1800-792-151 ✱ **Fax** 1800-792-161 ✱ **Email** contact@besttelecom.group
**Correspondence** P O Box 818, Sanctuary Cove Qld 4212

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## OTHER INFORMATION

### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your inbound service on the date you ask for but this might not always be possible. A minimum of five business days are required to port an existing service and new service activations vary depending on the type of service.

### MANAGE YOUR SERVICE ONLINE VIA OUR MEMBERS AREA

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. With Online Bill Reporting, you'll be able to organise and check your billing information at http://client.besttelecom.group – great for budgeting and end of financial year reporting. To register, please call us on 1800-792-151.

### BILLING

The pricing in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the **'Important information about your first bill'** section below for more information.

**Important information about your first bill**

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include the appropriate proportion of your minimum monthly charge based on the number of days left in the billing period.

To opt into receiving electronic billing, request an email bill and/or set up direct debit please call us on 1800-792-151.

**WE ARE HERE TO HELP**

If you have questions about your bill, technical support service or connection, please call us on 1800-792-151.

**Complaints or disputes**

If you need to make a complaint you can:

- call 1800-792-151
- call your account representative if you have one
- visit www.besttelecom.group

**Further investigation**

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at http://www.tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are available at www.besttelecom.group.



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