

## 1300 and 1800 Call Collection

<b>Service Description</b>	This Service allows inbound calls to 1300 and 1800 numbers hosted on the Connexus network to be delivered to any PSTN, Mobile or Voice over IP (VoIP) service. 1300 and 1800 numbers can either be licensed from Connexus or may be ported to Connexus from another service provider.				
<b>Minimum term(s)</b>	1 month				
<b>Setup Fees (once off charge, incl GST)</b>	\$ 0				
<b>Minimum Monthly Charge (incl GST)</b>	<b>Plan Name</b>	1300 Standard	1300 Premium	1800 Standard	1800 Premium
	<b>Minimum Monthly Charge</b>	\$19	\$29	\$19	\$29
<b>What is included</b>	Licensed 1300 or 1800 number from Connexus at no extra cost, i.e. if you want a new number and not port in your own number				
	No concurrent call limitation. Number of concurrent calls is limited by the call handling capacity of your answering point.				
<b>Maximum Early Termination Charges</b>	The minimum term on this Service is 1-month, if you cancel your Service before the end of a billing period, Connexus will not credit you for any unused days remaining in your billing period.				

### Information about Pricing (All prices include GST)

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	Plan Name	1300 Standard	1300 Premium	1800 Standard	1800 Premium
Call collection and termination (These are charges to you when someone calls the 1300/1800 number)	<b>Calls termination# on Australian landline</b>	8¢ per minute	6¢ per minute	8¢ per minute	6¢ per minute
	<b>Calls termination# to Australian mobile</b>	25¢ per minute	25¢ per minute	25¢ per minute	25¢ per minute

#### Other pricing information

##### Number porting charges

- You can procure your own number or choose to use your number over from another provider. This number needs to be ported to Connexus network.
- Number porting to the Connexus network is charged at \$99 (inc GST) for each ported number.

# Call termination: The 1300 or 1800 number for your business is answered (delivered) on an Australian landline (PSTN or VOIP phone) or mobile of your choice. This landline or mobile is the call termination device. The call termination charges differ (and as listed above) based on your choice of the call termination device.

### Information about this Service

#### Offer Limitations

- 1300 and 1800 numbers are licensed and regulated by law. Your right to a 1300 or 1800 number may cease on cancellation of this Service or where the 1300 and 1800 number is required by law, a regulatory authority or licensor of the number to be either returned or cancelled.
- Calls to this service must originate from an Australian landline or mobile number only.

#### Number porting:

You must hold the appropriate authority to port a 1300 or 1800 number to the Connexus network. You must check what authority you have with your current service provider.

#### Caller's Charges

When someone calls your business' 1300 number, they may incur costs. This cost of calling the 1300 number hosted on the Connexus network is dependent on capabilities of the originating carrier who is sending the call to Connexus.

## Restrictions

This service supports call diversions only to Australian landline or mobile numbers. This Service does not support call diversions to:

- International destinations
- Other inbound (13/1300/1800) destinations
- Australian Premium Rate numbers;
- Some operator-assisted numbers; special service numbers and mobile satellite phone numbers;
- Fax, dial up modem or other analogue data services (e.g. EFTPOS, HICAPS)

## Offer Conditions

This Service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.

## Acceptable use policy

Usage is subject to the Acceptable Use Policy found on the Legal webpage: <https://www.connexus.com.au/acceptable-use-policy>

## Billing Information

### Billing Charges

Bills are sent each month to your registered email address free of charge. Should you want the bill printed and posted; a charge of \$5 applies per bill.

### Billing Date

Your bill is generated on the 28th of each month. We will bill you in advance for the Minimum Monthly Charge, usage charges are billed in arrears.

### Service Activation Date

Service Activation Date is the date your service is setup on our system.

### First Bill Charges

Your first bill will include:

- Charges for part of the month from when your service was activated until the end of that billing cycle;
- The Minimum Monthly Charge in advance for the next billing cycle; and
- Any additional charges for non-recurrent items used during that billing period (usage charges).

### Payments

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

For information on payment options, visit:

<https://www.connexus.com.au/billing>

## Service Provider

Symbio Networks Pty Ltd (ABN 47 102 756 123) is the principal carrier whose network is used to provide this service. Despite this, its related company, Connexus Group Pty Ltd is responsible for providing the Service to you.

## Equipment

- To use the service, you will need a PSTN, Mobile or VoIP service as an answer point to which the 1300 or 1800 collected call can be delivered.

## Other Information

### Access to usage information

To access your call usage, please contact us through <https://connexus.com.au/support-enquiry>

### Supplier name and Customer Service contact details

Connexus Group Pty Ltd (ABN 36 648 445 087)

Customer Service: **1800 430 944**. Mon-Fri: 9:00am to 5:30pm AET. Outside Business hours please submit an online support request:

<https://www.connexus.com.au/support-enquiry>

### How to access our dispute resolution process

If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at:

<https://www.connexus.com.au/complaints-policy>

### TIO contact details

If you have exhausted all avenues for resolving your complaint within Connexus, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit: <http://www.tio.com.au/about-us/contact-us>

### Full legal terms and conditions

This document is a summary only, the full legal terms and conditions are available here <https://www.connexus.com.au/legal> The above information is based on the standard service offering and is only a summary. On occasion, Connexus, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.