

CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **Business Inbound** plan.

It covers things like how much you need to pay each month.

MINIMUM TERM

No minimum term contract.

What's Included and Excluded?

Your monthly access fee of **\$22** includes:

- **Rental of the Inbound Service**

Depending on the originating number you will be charged as follows:

Local Landline	Landline	8¢ per minute *	0¢ call connection
National Landline	Landline	12¢ per minute.	5¢ call connection
Mobile	Landline	18¢ per minute.	5¢ call connection
National Landline	Mobile	38¢ per minute.	5¢ call connection
Mobile	Mobile	38¢ per minute.	5¢ call connection

*First 15 minutes FREE for when calling from Local Landline to Local Landline only.

Information about pricing.

Your minimum monthly charge is **\$22.00**. Government regulation imposes an annual charge for 13 numbers. For further information please visit www.acma.gov.au

The minimum amount you'll pay over a 12 month period is \$264

EARLY TERMINATION

There is no early termination fee

Other Information

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. 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 **1300769643** so we can serve you better. Or you can visit us at www.ylt.net.au for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.ylt.net.au

You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>