

Business Inbound 13/1300/1800



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.

Your plan allows you to receive calls to your nominated answer point, at your cost, from other landlines and mobiles within Australia.

MINIMUM TERM

There is no minimum term.

What's Included and Excluded?

Your monthly access fee includes:

- **Rental of the Inbound Service**

Additional charges apply for all other call types.

Information about pricing.

Your minimum monthly charge is **\$15.00**. 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 12 months is **\$180**.

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

| Call Originating | Call Terminating | Per Minute Rate | Connection Fee |
|-------------------|------------------|-----------------|--------------------|
| 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.

There is no early termination fee, (ETF).

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 **1300 767 643** so we can serve you better. Or you can visit us at www.yourlocaltelecom.com 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.yourlocaltelecom.com

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

13 1300 1800

EARLY TERMINATION

All prices Inc GST

 **1300 767 643**

 **sales@yourlocaltelecom.com.au**

 **www.yourlocaltelecom.com**

YLT Your Local Telecom