1800 Numbers (Yearly)

This is a summary only. See full product details at https://www.1800numbersaustralia.com.au/plans-pricing.

INFORMATION ABOUT THIS SERVICE

Description
1800 numbers are virtual business numbers that can be called for as low as the cost of a local call. These numbers receive incoming calls and redirect them to an existing phone line ("answerpoint") such as a mobile or landline.

Smartnumbers are distinctive phone numbers that are considered 'the best' 13, 1300, and 1800 numbers available. These inbound numbers come in the form of phone words which spell out your business name or service e.g. 1800 PHONES (1800 746 637), and numbers that come in repeating or sequenced numerical patterns e.g.1800 50 10 50

Minimum term
This service has a minimum term of 30 days. In addition, termination and/or transfer charges apply if the service is cancelled within the first 12 months.

Cancellations and port-aways
We require 30 days advance written notice to cancel this service or port away to another provider. Without written instructions from you, we will not approve port out requests from another carrier. Requesting a port away from a PRO plan will incur a $60 Ex GST charge.

Inclusion
Basic Australia-wide, State-based, and standard time-based routing are provided with your 1800 number at no additional charge.

Exclusions
Any phone calls received on your 1800 number will be charged at the applicable call rate.

Qualification
An existing phone service is required as an answer point for this service. Calls can be answered on landlines, mobiles, and VoIP phones.

INFORMATION ABOUT PRICING

All prices exclude GST.

Save 20% on plan charges when paying yearly compared to month by month. 1800 yearly plans charge one year's plan charge upfront while usage charges are billed monthly. At the end of one year, your plan will automatically renew to an annual subscription (as per: 1800NA Numbers Yearly CIS).

Note that the Pro 1800 plan has included features that incur additional charges. Please see pricing table for details on these additional charges.

Early termination charge
Cancellations within the first 12 months do not incur charges. However, remaining credits for plans terminated prior to the plan expiration will not be refunded. Transfer/port away charges apply if the service is cancelled within 12 months.

PLAN	EARLY TERMINATION CHARGE
Transfer/port away	$75

Premium 1800 numbers
A one-time charge applies to premium 1800 numbers.

PREMIUM NUMBER	SETUP CHARGE
Gold	$59
Platinum	$99

Cost for Smartnumbers are determined by the Commonwealth (via www.acma.gov.au) and start at $250.

Setup charges & call rates
Call rates are quoted per minute and billed pro-rata in 1 second increments. No flagfall or call connection charge.

PLAN	BASIC 1800	PLUS 1800	PRO 1800
Annual charge	$192	$288	$480
One-time setup	$30	$30	$50
Additional charges			
Included Numbers	1	1	1 $20 per additional number, per month
SMS management *Mobile number required for $20 per month	Not Available	Not Available	10c per SMS
Call Intelligence	Not Available	Not Available	8c per min
Calls answered on a landline*			
From Local & National	12.5c	9.5c	11.5c
Mobiles	16.5c	11.5c	11.5c
Calls answered on a mobile			
All calls	25.5c	20.5c	21.5c

*Landlines are any fixed line service, including VoIP

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Complex redirection schemes
Region-based, area-based, exchange-based, and barring configurations typically incur additional set-up and monthly charges.

Changes
Changes to answerpoints and routing for existing services may attract additional charges.

Plan Upgrades
Plan upgrades between BASIC and STANDARD plans are free. Upgrading from a BASIC or STANDARD plan to a PRO plan incurs a $50 ex GST setup fee.

Upgrades are processed at the beginning of the next calendar month, except for upgrades to PRO plans, which will take effect after approximately 10 business days.

Plan downgrades
Plan downgrades between BASIC and STANDARD plans are free. Downgrading from a PRO plan to a BASIC and STANDARD plan incurs a $60 charge ex GST.

Downgrades are processed at the beginning of the next calendar month.

Additional charges may apply
Additional fees and charges may apply, refer to our Fees and Charges schedule.

OTHER INFORMATION

Managing your service, including usage information
Log in to your customer portal at any time to view your services, track your usage, access reports, and access your bills.

Roaming
1800 numbers may be compatible with international telephone networks (e.g. US, UK, and China) but there is no guarantee of a successful connection. Mobile roaming charges may be charged by your mobile provider for 1800 number calls answered outside of Australia.

Enquiries, feedback, technical support, and complaints
Our expert Customer Care team is here to help.

1800 NUMBERS AUSTRALIA CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	support@1800numbersaustralia.com.au complaints@1800numbersaustralia.com.au
LiveChat	https://www.1800numbersaustralia.com.au/
Fax	1300 255 855

Please refer to our Complaint Handling Policy.

Telecommunications Industry Ombudsman ("TIO")
You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you.

Note that the services of the TIO are free of charge.

TIO CONTACT DETAILS	
Phone	1800 062 058
Fax	1800 630 614
Online	https://www.tio.com.au/complaints

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