

Critical Information Summary

Inbound 1300/1800 Base Plan

Information about the service:

Inbound 1300/1800 Base Plan - 1300 numbers and 1800 numbers make it easy for customers and prospects to call you nationally for the cost of a local call or for free within Australia. 1800 numbers allow your customers to contact you Australia-wide for free. 1300 numbers allow your customers to contact you from anywhere in Australia for the cost of a local call.

Minimum Term	1 Month
Key Details	Our Monthly Access Fee includes Australia-wide routing and Call Connection fees. Other calls, optional Value Added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.
Availability	This offer is available to approved customers.

Information about Pricing:

Tables below shows standard rates for the Inbound 1300/1800 Base Plan. Calls are billed in 1 second increments. All pricing ex GST

Minimum monthly charge	\$17.00						
Calls Terminating on a Fixed Service	5c per min. (Example: 10c for 2 minute call)						
Calls Terminating on a Mobile	15c per min. (Example: 30c for 2 minute call)						
Other Fees	<table> <tr> <td>New 1300/1800 Number</td> <td>Free</td> </tr> <tr> <td>Existing 1300/1800 Porting Fee</td> <td>Free</td> </tr> <tr> <td>Adds, moves and changes</td> <td>\$40</td> </tr> </table>	New 1300/1800 Number	Free	Existing 1300/1800 Porting Fee	Free	Adds, moves and changes	\$40
New 1300/1800 Number	Free						
Existing 1300/1800 Porting Fee	Free						
Adds, moves and changes	\$40						

Other Information:

Area code routing (02,03,07,08)	\$13.00 per month
IVR Service	\$5.00 per month
IVR Professional Recording (up to 60 seconds) and setup	\$197.00

We are here to assist you.

If you have any questions about this offer or Voxcom please do not hesitate to contact us on 1300 007 001 or via www.voxcom.com.au.

If you have a complaint or dispute please contact Spirit, in the first instance. In the event that you would like your issue further investigated you can contact the telecommunications Industry ombudsman by phone on 1800 062 058; by emailing tio@tio.com.au; by faxing to 1800 630 614 or by post to PO Box 276, Collins St West Vic 8007