

BUSINESS INBOUND (13/1300/1800) SERVICES

Critical Information Summary

ABOUT THIS SERVICE

This document covers all of the important information you should know about your CCTS Business Inbound Plan.

Inbound plans enable you to provide your customers with a single and easily recognisable phone number to assist with advertising your business, while giving your business a professional profile. These are 13/1300/1800 numbers, which are virtual business numbers, and can be called for as little as the cost of a local call. The incoming calls received on these numbers are redirected to an existing nominated answer point at your cost, such as a mobile or landline.

You can take your 13/1300/1800 number with you if you move premises. You can also port your 13/1300/1800 number from any other service provider.

MINIMUM TERM

A minimum term of 24 months applies to CCTS Business Inbound Plans. Once your minimum term no longer applies you are welcome to cancel your service by providing CCTS with 30 days' written notice.

EARLY TERMINATION CHARGE

If the service is terminated before the minimum contract term of 24 months has expired an early termination charge may apply, calculated as:

- the monthly recurring charge multiplied by the number of months, or part thereof, between the date of termination and the end of the minimum period; and
- any rebates, credits, refunds or discounts (including but not limited to any waiver of port-in credits), provided to you in respect of the service.

WHAT'S INCLUDED

The monthly recurring charge includes the following:

- **Rental of Inbound Service**

INFORMATION ABOUT PRICING

All prices listed are inclusive of GST.

A once-off setup or porting fee is charged at **\$60.00** per number.

Your minimum monthly charge is **\$25.00**. The minimum amount you will pay over the period of your plan term is **\$600.00**.



CCTS charges a flat rate for calls originating and terminating from any Australian number. So, whether the call is originating from a Local Landline or a Mobile it will be charged at the same rate.

	Per Minute Rate	Flagfall
13/1300 number	\$0.08*	\$0.30
1800 number	\$0.08*	\$0.00

*Calls are charged per 60 seconds in 60 second blocks.

BILLING

CCTS invoice your service on the same day each month. CCTS bill in advance for the minimum monthly recurring charge.

ADDITIONAL CHARGES

Additional charges will be incurred with the following:

- If answering number is not a service with CCTS (off-net)

CCTS HELPDESK CONTACT DETAILS

The CCTS helpdesk team can be contacted by either calling 1800 244 244 or by emailing service@ccts.com.au.

OTHER INFORMATION

We take customer satisfaction very seriously. If you have a complaint in relation to our handling of your personal information, we will endeavour to handle it promptly and fairly. Please follow the processes in our Complaint Handling Policy to lodge a complaint. If you wish to refer your complaint to the TIO, you can do so by calling 1800 062 058 or by logging your complaint at www.tio.com.au.