

Critical Information Summary:

1300 & 1800 Services



The Service:

1300 & 1800 Numbers are virtual business numbers that divert an incoming call to an existing telephone service.

Minimum Term

The minimum term is 1 month.

Information About Pricing

Minimum Monthly and Early Termination

The total minimum amount you will pay, or maximum you will pay for early termination for a 1300 & 1800 number service is:

1300 number plans		Fixed Line	Mobile	Includes
Business 1300	\$22 per month	16.5 c	55 c	Includes first 15 mins local call
Business 1800	\$22 per month	16.5 c	55 c	

(all pricing listed includes GST)

Inclusions

The monthly charge facilitates the service being connected. Call charges are billed on top of the monthly charges. All call charges listed are per minute, billed in 1 second increments. There is no flag fall or minimum charges unless otherwise stated.

No additional charges for flag fall or call connection.

Timed based routing and State based routing are included free of charge.

Answer point changes are free of charge.

Exclusions

We don't charge for the 1300 number; we will direct you to purchase it directly from the ACMA/www.thenumberingsystem.com.au if required.

We will charge an administrative late payment fee if invoices aren't paid on time.

We will charge an administrative direct debit dishonour fee if an automated direct debit fails.

There are no fees for automated direct debit payments. Automated direct debit credit card

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payments will incur a surcharge. Over the phone credit card payments will incur a surcharge that is clearly visible or will be explained over the phone when taking the payment.

Cancellation

We require one month's written notice for service cancellation or service transfer to another provider.

Other Information

1300 Numbers outside Australia

1300 numbers are Australian products and therefore only work inside Australia.

The answer point isn't restricted and can be anywhere in the world, so if you're travelling with your mobile - and your mobile is the answer point for your 1300 number please be aware of the mobile roaming costs from your mobile supplier. The cost from Simple Telecom will not change.

Changing Plans and Billing Cycles

You can change plan at any stage via request to support@managedtelco.com

We will send you an electronic invoice via email in the first few days of each calendar month. Its due on the 20th, with automated direct debits being collected by us around the 15th of each month.

Contact Details

If you have any questions, please contact Managed Telco Group on:

Phone: 1300 778 390

Email: support@managedtelco.com

Further Assistance

If you have a complaint that you cannot resolve with Managed Telco through the [complaint handling process](#), you may contact the Telecommunications Industry Ombudsman:

Phone: 1800 062 058

Fax: 1800 630 614

Email: tio@tio.com.au

Address: PO Box 276, Collins Street West, VIC 8007

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of January 2023.