

# 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 the length of your contract and 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

The minimum term of the plan is **12 months**.

### What's Included and Excluded?

Your monthly access fee of **\$15** includes:

- **Rental of the Inbound Service**

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.

### 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](http://www.acma.gov.au)

The minimum amount you'll pay over the period of your plan term is **\$180**

### EARLY TERMINATION

There is an early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 12 month contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract.

### 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 780 649** so we can serve you better. Or you can visit us at [www.arcon.com.au](http://www.arcon.com.au) 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.arcon.com.au](http://www.arcon.com.au) 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

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