

# Critical Information Summary



## Inbound 13, 1300, 1800 Numbers

Inbound Recurring Charges	Monthly Cost
1300 Monthly Service Charge	\$ 14
1800 Monthly Service Charge	\$ 14
13 Monthly Service Charge	\$ 14
13 Monthly Government Number Charge	\$ 850
Setup / Porting Fee	\$ 75 (one off)

Base Rate	Local*	National	Mobile to Fixed	Mobile to Mobile	Fixed to Mobile
Free Airtime	20 mins	Nil	Nil	Nil	Nil

### 13/1300

13/1300 Standard Rate (per min)	\$ 0.06	\$ 0.06	\$ 0.06	\$ 0.26	\$ 0.26
Call Connection Fee	\$ -	\$ -	\$ -	\$ -	\$ -

\*Local 13/1300 Free for the first 20 mins

### 1800

1800 Standard Rate (per min)	\$ 0.06	\$ 0.06	\$ 0.09	\$ 0.26	\$ 0.26
Call Connection Fee	\$ -	\$ -	\$ -	\$ -	\$ -

Calls Terminating in Australia from International	Per min
To Australian Fixed Line	\$ 0.18
To Australian Mobile	\$ 0.69

## Information about the service

### The Service:

Inbound services are virtual, transportable numbers which point to a national fixed number or mobile number, which makes it easier for customers to do business with you.

### Mandatory Components:

In order to access the Service, you will need an additional Fixed Line, SIP Voice or Mobile telephone service (not included).

### Minimum Term:

The minimum term of this plan is 12 Months.

### Minimum Call Spend:

No minimum call spend applies with this plan, however, a minimum call fee of \$0.03 applies per call.

### Setup/Porting Fee :

There are \$75 connection charges with this plan.

### What included/excluded:

There are no call inclusions with these plans. All calls are tolled in addition to the minimum monthly charge. Free 20 minute local call.

If you wish to transfer your existing Inbound number for use with Flinte Group, a port will be required - Inbound Ports are included free of charge. Inbound ports are conducted in accordance with the INMS business rules.

### Early Termination:

The Early Termination Fee (ETF) for this service is calculated as the plan's minimum monthly charge, multiplied by the months remaining in the contract term, plus any unbilled charges.

### Smartnumbers:

If you would like to use a specific telephone number, you need to check its availability at [www.thenumberingsystem.com.au](http://www.thenumberingsystem.com.au). If the number is available and you successfully purchase it, you will need to notify Flinte Group of the full telephone number, in addition to the EROU number so that we can activate the service for you.

Please note: Flintel Group has no control over Smartnumber® pricing, this is controlled by the ACMA.

### Government Number Change:

The additional government number charge is applicable to all 6-digit 13 (13x xxx) and 18 (18x xxx) numbers, which incur a charge per month per the Telecommunications (Numbering Charges) Act 1997.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

# Critical Information Summary



## Inbound 13, 1300, 1800 Numbers

### Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. 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. A late payment fee of 2% will apply to invoices paid past the invoice due date. All bills are delivered by email and Direct Debit options are preferred.

### Other information

#### Usage information:

You can monitor your usage at [www.flintel.com.au](http://www.flintel.com.au).

#### Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 294 090 or by sending an email to [Contactus@flintel.com.au](mailto:Contactus@flintel.com.au) if you have any questions, would like to give feedback or lodge a complaint.

#### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows:

**Phone: 1800 062 058**

**Fax: 1800 630 614**

**Online: <http://www.tio.com.au/making-a-complaint>**

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of August 2022.