



CRITICAL INFORMATION SUMMARY

1300/1800 Inbound Services

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Critical Information Summary

Information about the service

The Service:

This service allows inbound calls to 1300 or 1800 numbers hosted on the Click Access network to be delivered to any landline or mobile service. 1300 and 1800 numbers can either be licensed from Click Access or may be ported from another service provider.

Minimum Term

The minimum term on this service is 12 months. If you cancel the service before the 12-month contract expiry, an early termination fee of \$75.00 will apply.

Important conditions

If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported. There is no charge to port in your number. Click Access plans do not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features.

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. Fair Use Policy applies, and all prices include GST.

| Plan Pricing – 1300 Inbound Service | | | |
|---|--------------------|---------------|------------|
| Plan | Monthly Access Fee | Inclusions | Exclusions |
| 1300 Inbound Service | \$15.00 | Access Fee | All Calls |
| 1300 Number Call Charges: Terminating on Landline | | | |
| Local Call (1 st 15 minutes free): | | \$0.08/minute | |
| National Landline: | | \$0.10/minute | |
| Mobile: | | \$0.15/minute | |
| 1300 Number Call Charges: Terminating on Mobile | | | |
| Local/National/Mobile: | | \$0.20/minute | |

| Plan Pricing – 1800 Inbound Service | | | |
|--|--------------------|---------------|------------|
| Plan | Monthly Access Fee | Inclusions | Exclusions |
| 1800 Inbound Service | \$15.00 | Access Fee | All Calls |
| 1800 Number Call Charges: Terminating on Landline | | | |
| Local Call: | | \$0.08/minute | |
| National Landline: | | \$0.10/minute | |
| Mobile: | | \$0.15/minute | |
| 1800 Number Call Charges: Terminating on Mobile | | | |
| Local/National/Mobile: | | \$0.20/minute | |

Information about Pricing

Minimum Monthly Charge:

Please refer to plan tables for pricing information.

Maximum Monthly Charge:

The maximum monthly charge depends on usage levels.

First Bill Charges:

Your first bill will include:

- Charges for part of the month from when your service was activated, until the end of that billing cycle;
- The minimum monthly charge in advance for the next billing cycle; and
- Any additional charges for non-recurrent items used during that billing period (usage/call charges).

Billing:

You will continue to be billed for the service until you contact us to cancel the service. We require seven days' notice to cancel the service. Your service may be restricted if you fail to pay your bill on time and a late payment fee of \$11.00 will be applied to your account.

Early Termination Charges:

If your service is cancelled before the expiry of the minimum term (12 months) an early termination fee of \$75.00 will apply.

Other Information

Enquiries, Feedback and Complaints:

We're here to help, and we encourage you to always contact us first if you experience any problem or you are unhappy. We will do our best to solve your problem during our first contact.

Please contact us by calling 07 5315 5440 or by sending an email to info@clickaccess.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

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. This summary is valid as of September 2022.