



### Critical Information Summary For SMS Marketing

#### Information about the service

iPacific provide you with a mobile number or you can port an existing mobile number to us. We will set you up with your own credentials to send SMS messages on a single or bulk SMS campaign.

You will be able to track & manage sent or failed SMS from the portal.

We will provide you with 500 SMS to use & additional SMS can be sent over the 500 on a per SMS charge.

#### Information about pricing

##### Once off Set up

One off Changes	24 Month Min Term*
New Mobile Number Activation Fee	\$100.00
Existing Mobile Number Porting Fee	\$100.00

Only one connection charge is applicable

##### Monthly Charge

Monthly Recurring Charges	50GB
Access to the SMS portal	\$25.00
Per Mobile Number	\$20.00
500 SMS /month	\$30.00
Any SMS over per SMS	\$0.06

##### Minimum term applicable

The SMS marketing product is for 24 months. After the 24-month term it renews for another 12 months. It is up to the customer to manage these dates as these are terms put in place by our wholesaler.

##### Maximum charge for Early Termination

May be charge	24 months
\$100 once off connection	\$1900.00
Monthly Portal \$25.00	
Per Number \$20.00	
500 SMS/month \$30.00	
24 month term	

Total Minimum cost over 24 month \$1900.00 + GST  
Subject to pro-rata.



Pacific Your Total ICT Solutions Provider  
PO BOX 235, Summer Hill NSW 2130  
PH: 1800 007 777  
[www.ipacific.com.au](http://www.ipacific.com.au)  
E: [info@ipacific.com.au](mailto:info@ipacific.com.au)

#### **Mandatory components**

A mobile, access to the portal & a monthly approved amount of 500 SMS. You will not be issued a SIM card it is all online.

#### **Lead Times**

Allow 3-5 days to be set up in the portal.

#### **Support & Outages**

Should you experience a problem the SMS platform please call us on 1800 00 77 77 or email us at [service@ipacific.com.au](mailto:service@ipacific.com.au)

#### **Billing**

iPacific invoice on the 5<sup>th</sup> of each month unless this falls on a weekend then it will be the following day. Clients have 14 days to pay otherwise they will receive a \$10 late payment fee or 5% of the outstanding for clients owing more than \$200 + GST.

#### **Enquiries, feedback & complaints**

We are committed to providing you with excellent customer service. Please contact us on 1800 00 77 77 or [info@ipacific.com.au](mailto:info@ipacific.com.au)  
Our Complaints Handling Policy can be viewed at <https://ipacific.com.au/legal/>

#### **Telecommunications Industry Ombudsmen (TIO)**

We encourage you to contact us first if you experience a problem to allow us to rectify the matter. If you wish to contact the TIO you can do so as follows:

Ph: 1800062058

Fax: 1800630614

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

This Critical Information Summary is valid as of Oct 2021.