



Critical Information Summary For 13/1300/1800 inbound numbers 12 month term, 12 month annual renewal

Information about the service

iPacifc offers 13/1300/1800 Inbound services. We can supply you a list of 13, 1300 & 1800 numbers to choose from or you can choose a smart alphanumeric number from www.smartnumbers.com.au. We can also port existing inbound services to iPacifc.

An Inbound number gives business owners a national presence for their company. The end customer calling a 13/1300 number only gets charged a flat rate from their telephone provider (approx. 39c/call) if calling from a landline, however if calling from a mobile we advise to check with your mobile provider. There is no charge to an end customer calling an 1800 number from a fixed line.

iPacifc can provide additional features at no extra charge such as state based routing & time based routing or we can custom build solutions for you to have your own marketing introduction message, IVR selections, postcode & mobile routing. Please call iPacifc to discuss how you wish to route your incoming calls & if there is a build cost for customisation.

What's included?

You can port your number to iPacifc or we can source a great number for your business.

Information about pricing

Minimum Monthly Charge

The minimum monthly spend with Inbound numbers is \$10 per month + the \$25 for the inbound call metrics portal.

	1300	1800	13Number
Application Fee per Service	\$ 75.00	\$ 75.00	\$ 2000.00

Service & Equipment

	1300	1800	13Number
Monthly Line Rental	\$ 10.00	\$ 10.00	\$ 250.00
Monthly Gov Levy	\$ -	\$ -	\$ 797.55
Monthly Access to Inbound Call Metrics platform including recorded calls	\$ 25.00	\$ 25.00	\$ 25.00
Smart Number Min bid	\$250 Minimum bid		
Annual Gov Charge	\$ 0.88	\$ 0.88	See above in monthly

- All Charges are GST exclusive

	1300	1800	13Number
Local incoming 15 mins free	Yes	No	Yes
Local Incoming	\$ 0.04	\$ 0.04	\$ 0.04
National Incoming	\$ 0.04	\$ 0.04	\$ 0.04
Mobile to Fixed	\$ 0.065	\$ 0.065	\$ 0.065
Mobile to Mobile	\$ 0.10	\$ 0.10	\$ 0.10

All Charges are GST exclusive



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PO BOX 235, Summer Hill NSW 2130
PH: 1800 007 777
W: www.ipacific.com.au
E: info@ipacific.com.au

The rate quoted is per minute however we bill per second.

Maximum charge for Early Termination

All inbounds come with a 12 month term. The inbound automatically renews for another 12 months if you do not advise us otherwise.

	1300	1800	13Number
Minimum 12 month ETP	\$495.88	\$495.88	\$14,871.48

Can people calling from overseas call my inbound number?

13/1300/1800 numbers are designed for people in Australia to call, you are not meant to receive calls from overseas although some overseas carriers will allow it.

Minimum Plan Term & Early Termination

You are required to be in a 12 month contract. Early termination customers will have to pay an early termination penalty for the line rental of the remaining months.

Notes:

Mandatory components

The inbound is a cloud based number. Your only requirement is to provide the answer point.

Support & Outages

Should you experience a problem with the inbound or need changes to the answer point please call us on 1800 00 77 77 or email us at service@ipacific.com.au

Billing

iPacific invoice on the 5th 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.

Usage Information

Should you wish to monitor your usage mid month you can contact us or we can give you access to an FTP site to view your services usage. You can also phone or email us to run a history report of the service ID in question.

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
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 or are unhappy. 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 Nov 2021.