



Critical Information Summary For 13/1300/1800 inbound numbers 24 month term, 12 month annual renewal

Information about the service

iPacific 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 iPacific.

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.

iPacific 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 iPacific 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 iPacific 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.

Service & Equipment

	1300	1800	13Number
Monthly Line Rental	\$ 10.00	\$ 10.00	\$ 250.00
Monthly Gov Levy	\$ -	\$ -	\$ 797.55
Smart Number Min bid	\$250 Minimum bid		
Application Fee per Service	\$ 65.00	\$ 65.00	\$ 2000.00
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	\$ 0.06	\$ 0.06	\$ 0.06
National Incoming	\$ 0.068	\$ 0.08	\$ 0.08
Mobile to Fixed	\$ 0.12	\$ 0.12	\$ 0.12
Mobile to Mobile	\$ 0.39	\$ 0.39	\$ 0.39

- All Charges are GST exclusive

Maximum charge for Early Termination

All inbounds come with a 12 month term.

	1300	1800	13Number
Minimum 12 month ETP	\$155.00	\$155.00	\$1457.05



Pacific Your Total ICT Solutions Provider
PO BOX 235, Summer Hill NSW 2130
PH: 1800 007 777
W: www.ipacific.com.au
E: info@ipacific.com.au

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 1800007777 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 to be given access to an FTP site to view your services. 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 1800007777 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 August 2020.

Critical Information Summary For 400M Fibre Connection

Information about the service

Fibre Internet is a symmetrical service up to 400Mbps/400Mbps fibre-optic connection to the client's site and includes unlimited internet usage. This is limited to AAPT/TPG on-net buildings. Your address must be prequalified before a formal quotation can be provided.

Information about pricing

Minimum Monthly Charge



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Up to 400Mbps

Installation Fee	Monthly
\$2000	\$400.00/month
Additional IP	\$5.00/month/IP

Minimum term applicable

36 Month Term.

Cancelling the service midterm will mean the remaining months must be paid out as calculated in the ETP below.

Maximum charge for Early Termination

Monthly Recurring Charges	400Mbps 36 month Term	36 Month Term Early termination
Unmetered Subject to Fair Use Policy	\$400.00	\$16,400.00

Notes:

Includes both downstream and upstream data.
 Data allowance expires on service anniversary each month.
 All services include a static IP address.

Mandatory components

An NTU is provided with the service. A suitable router configured by a qualified Cisco technician is at an additional cost with approx. figures below.

Optional Extra Charges

Hardware & Installation	Purchase price
Refurbished Cisco Router	Approx. \$530.00
Installation price to be confirmed \$60 call out \$190/hour	TBC

All Rates included in this document are GST exclusive.
 All monthly fees are subject to pro-rata upon connection of the service.

Installation Fee	Monthly
Bandwidth	Aggregate 400Mbps
NTU	TPG will provide a Huawei S5300-10P-LI-AC NTU
Ports	4 customer facing 10/100/1000 base-T ports
	Dimensions 250mm X 180mm X 43.6mm
Service Level Agreement	99.95% Availability backed by Outage Restoration targets with rebates
Technical Support	24 X 7 X 365

Lead Times

Once the order is placed it is generally 35 business days depending on Fibre availability.



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Support & Outages

Should you experience a problem with the 400M service please call us on 1800007777 or email us at service@ipacific.com.au
This service is backed by 99.9% uptime & support 24X7.

Billing

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This Critical Information Summary is valid as of Oct 2021.