



## CRITICAL INFORMATION SUMMARY

### 1800 Number Small Business \$20 Unlimited Promo

#### INFORMATION ABOUT THE SERVICE

The 1800 Number Small Business \$20 Unlimited Promo plan is a \$0/min call rate plan with a single monthly fee of \$20 + GST and no set up fee. Plan fees are charged the Month in Advance. There are no additional charges for receiving calls, changing configurations, adding included features and access to call records/reporting. There are no lock in contracts nor any activation or set up fees.

- Minimum Monthly Charge: \$20\* + GST
- Maximum Monthly Charge: \$20\* + GST
- Minimum Term: 1 month
- Termination Charges: \$0

*\*Promotional offer is 50% discount on monthly fees for 3 months. After the 3-month promotional period, the Minimum monthly charge is \$40 + GST and Maximum Monthly Charge is \$40 + GST.*

#### SERVICE DESCRIPTION

A 1800 Number is an inbound only telecommunications service which can direct callers through to any existing phone system, including landlines, mobiles, VoIP, Hosted PBX and SIP services. The services provided by Teleca are subscription services paid a month in advance. Multiple payment options are available. Accounts are set up on Direct Debit by default.

#### INCLUSIONS

Features included in your monthly fee at no extra charge:

- Customer Portal Access for Account and Service management
- Live Call Reporting
- Auto Top-up feature for payment
- Business Intro Announcement
- Call Forwarding
- Multiple Call Overflows
- Whisper Alert
- Caller ID passthrough or over-ride
- Voice 2 Email
- Time and Day routing
- Voice Menu IVR
- Simultaneous Ringing
- Round Robin Ringing

## EXCLUSIONS

This offer excludes the below features:

- Any hardware or equipment (e.g. Mobile phone) required to receive calls from the service.

## REQUIREMENTS

- An existing, active phone service is required to receive calls routed via the 1800 service. Calls can be routed to any Australian Geographical landline (02, 03, 07, 08) or any Australian Mobile (04).
- A registered Australian Business Number (ABN) (if you do not have an ABN or are in the process of applying, please contact us at [info@telcoworks.com.au](mailto:info@telcoworks.com.au))
- This is a monthly subscription service and as so, it is a requirement for the customer to maintain a positive credit balance at all times. As a subscription based plan the monthly subscription of \$40 + GST will be charged monthly, paid in advance, whether the service is used or not.

## RESTRICTIONS

- Excludes Competitors
- Excludes Existing Customers
- Eligible for Small Business's Only^
- Restricted to New Service's Only (Includes ACMA Activations) – Transfers may be permitted on a case by case basis.
- Calls cannot be re-directed to emergency services (000), Premium rate services, international destinations or other 1300/1800/13 services.

## CANCELLATIONS

You may cancel your service at any time with 30 days' notice. There is no charge for termination of your service or cancellation of your account. Cancellation can be submitted via your online customer portal or by emailing a request.

## PLAN CHANGES

You may change your plan (Upgrade or Downgrade) at any time, up to once a month. Any promotional plan viewed on the website is not available for existing services. Some existing and historical plans are not available for plan changes. Plan changes can be made via the customer portal. Changes take place immediately. Plan reviews can be performed by our team at request from the customer to provide the most suitable solution to meet service usage.

## SERVICE NUMBER INCLUSIONS

The plan includes your choice of a single 1800 service. Services start at no additional cost. Some services offered may have an additional cost associated which will alter the Maximum Monthly Charge applicable. You may request activation of your own 1800 Number at no additional cost. Transfers of services hosted with another provider are considered on a case-by-case basis.

## INFORMATION ABOUT PRICING

| Service Plan                                          | Minimum Monthly Charge Payable*                                                                                                                                                                                                                                                                                                                                                                                                                  | Maximum Monthly Charge Payable* | All Calls to Landline | All Calls to Mobile | Additional Feature Cost |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------|---------------------|-------------------------|
| 1800 Number Small Business \$20 Unlimited Promo       | \$20 + GST                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$20 + GST                      | \$0/minute            | \$0/minute          | n/a                     |
| Included Features                                     | <ul style="list-style-type: none"> <li>• Live Call Reporting</li> <li>• Auto Top-up feature for payment</li> <li>• Business Intro Announcement</li> <li>• Call Forwarding</li> <li>• Multiple Call Overflows</li> <li>• Whisper Alert</li> <li>• Caller ID passthrough or over-ride</li> <li>• Voice 2 Email</li> <li>• Time and Day routing</li> <li>• Voice Menu IVR</li> <li>• Simultaneous Ringing</li> <li>• Round Robin Ringing</li> </ul> |                                 |                       |                     |                         |
| Optional Add Ons (Incur the Additional Features Cost) | n/a                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                 |                       |                     |                         |

\* Minimum monthly cost is on the basis that your plan is not changed at any time during the month. The Minimum and Maximum Monthly charge is displayed as the promotional monthly charge. Once the 3-month promotional period expires, this automatically converts to \$40 + GST/month

## OTHER INFORMATION

### CUSTOMER PORTAL

To manage your Service routing, payments, payment method, view payment history, download invoices, change business information, view service usage and view call history, please visit your online customer portal at <https://teleca.com.au/portal/>

### CUSTOMER SUPPORT

Should you require any assistance or need answers to any questions regarding our services please feel free to contact us via:

- Live Chat (<https://teleca.com.au>)
- Via Phone – 1300 95 55 33
- Via email: [cs@teleca.com.au](mailto:cs@teleca.com.au)

### COMPLAINTS OR DISPUTES

If you are not satisfied with the outcome of your customer service and wish to contact our Complaints Department, please contact us on 1300 95 55 33 or email us at: [cs@teleca.com.au](mailto:cs@teleca.com.au) to obtain information on our internal dispute resolution process where you will be assigned a Case Manager for the process of mediation.

## OTHER TERMS AND CONDITIONS

All services provided by Teleca are governed by a suite of policies and procedures which include terms and conditions of use that customers should familiarise themselves with. All policy documents can be located at: <https://teleca.com.au/policies/>

All prices stated within this document are exclusive of GST.

<sup>^</sup> *Small Business definition can be found in our Unlimited Plan Acceptable Use Policy Agreement:*  
<https://www.teleca.com.au/policies/unlimited/>