

# Critical Information Summary

## Information about the Service

easyinbound provide 1300, 1800 and geographic inbound number services, virtual receptionist (also known as “live answering”), call reporting, faxing and complex inbound call routing services including IVR, call recording & call queuing.

### Bundling and Compulsory Goods

This service is not part of a bundle nor are there any compulsory hardware requirements.

### Minimum Term

Cancellation of your easyinbound 1300 inbound service/number requires 30 days’ notice in writing. Other than this cancellation requirement there is no long-term lock-in contract.

We may charge you a ‘port out’ fee of \$40 per number for any number that you port away from us within the first 12 months of activating your number.

### What’s Included

The following features are included at no additional charge;

- Voicemail to email
- Fax to email (where a number is configured as a Fax service)
- Routing Options State Based, Time of Day, Day of Week
- Simultaneous Ring
- Call Queuing
- Call Recording
- Restricted Call Access
- Call Distribution
- Single – Level IVR
- Call Overflow
- Call Whisper - Basic
- Recorded Voice Announcement
- Reporting and Statistics

### What’s not Included

You will be charged each month for your calls and base plan, plus any call pack you may purchase.

### Important conditions, limitations, restriction or qualifications.

*Adds, moves and changes to your service.* Some moves, changes or additions due to their complexity can't be made in our online portal and need to be made by our customer care team. To keep things easy all moves, adds or changes per number are classified by us as Simple, except those that we will warn you otherwise.

Portal changes that are initiated and completely finalised by the customer’s representative online are at no additional charge. Simple changes initiated or finalised over the telephone are \$14.95 per change. Complex changes are an additional \$11 per change.

We retain Call Recordings or Voicemails for 1 year, or while a number that the call came in on is connected with us and in good standing, if you wish to have us retain the call recordings for longer the cost is an additional 10% of the monthly fee. For important call recordings or voicemails you agree to download them and back them up on your own computer systems.

## Information about Pricing

### Setup Fee

To set up your first, and any subsequent number supplied by easyinbound you will be charged a \$25.00 setup fee. You will only pay this setup fee once per number activation event.

### Call Packs

Each service you buy must include at least one ‘**Base Plan**’, and up to 20 services can share a single ‘**Call Pack**’. Each call has a minimum charge of one minute, except for the \$5 Call Pack, which has a minimum charge of two minutes per call. After the minimum charge, we will charge you per second. You can select a Call Pack with a bonus only connection time, and it can be kept whilst you have this call pack. If you upgrade, then downgrade your call pack you cannot retain the bonus minutes.

The base plan(s) and a call pack that you select are pre-paid components, while excess usage is a post-paid component.

### Minimum Monthly Charge

**When terminating your calls to an Australian fixed landline or VoIP service: (Standard National Land Line Calls)**

Plan Name	Monthly Included Minutes	Minimum Monthly Plan Cost	Total Minimum Monthly Price (Including One Base Plan)
Simple Base Plan	0	\$10.00	\$10.00
\$5 Call Pack	50 + 50 Bonus Minutes	\$5.00	\$15.00
\$25 Call Pack	350 + 100 Bonus Minutes	\$25.00	\$35.00
\$50 Call Pack	750 + 200 Bonus Minutes	\$50.00	\$60.00

# Critical Information Summary

## Minimum Monthly Charge (continued...)

When terminating your calls to an Australian standard GSM Mobile Telephone Service: (Standard National Mobile Calls)

Plan Name	Monthly Included Minutes	Minimum Monthly Plan Cost	Total Minimum Monthly Price (Including One Base Plan)
Simple Base Plan	0	\$10.00	\$10.00
\$5 Call Pack	25 + 12 Bonus Minutes	\$5.00	\$15.00
\$25 Call Pack	165 + 20 Bonus Minutes	\$25.00	\$35.00
\$50 Call Pack	340 + 35 Bonus Minutes	\$50.00	\$60.00

### Maximum Monthly Charge

Your maximum monthly charge depends on how many (if any) additional minutes you use.

If you exceed the number of Monthly Included Minutes in your Call Pack you will be charged additional call costs as follows;

- To an Australian fixed landline or VoIP Service, excess calls are **\$0.10** per minute
- To an Australian standard GSM mobile telephone service, excess calls are charged at **\$0.18** per minute

You may upgrade your Call Pack at any time during the month; however, we require 30 days' written notice to down-grade a Call Pack.

## Other Information

### Customer Portal

To obtain service usage and billing information, you should use our customer service portal located at <http://portal.easyinbound.com.au>.

If you are unable to access the customer portal, please email us at [support@easyinbound.com.au](mailto:support@easyinbound.com.au) or call us on 1300 005 008.

### Customer Service

Should you have any questions about our products, services or offers, or if you need technical support you can;

- Use our Live Chat system at <http://www.easyinbound.com.au>
- Email us at [support@easyinbound.com.au](mailto:support@easyinbound.com.au)
- Or call us on 1300 005 008

### Complaints or Disputes

If you have an issue or complaint about your service, please see

<http://www.easyinbound.com.au/Complaint-Handling-Policy> where you will find our complaint handling policy that includes information on how to lodge a complaint and how we'll work with you to resolve your problem.

### Maximum Early Termination Charge

The maximum early termination charge for your 1300 inbound number includes your current month's service fees plus your call usage, plus your service fees and call usage accumulated during your 30-day cancellation period by email.

Occasionally we may offer you a discount for a longer minimum term. If this is the case and you accept it then it will be a maximum of the outstanding terms discounted service fees.

If you port-out your inbound number within 12 months of activating it on our network, we may charge you a \$40.00 port-out fee.

### Further Investigation

If we are unable to resolve your problem to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO) by phoning or writing to their office. You can find their contact details at <http://www.tio.com.au> or by telephone 1800 062 058.

### Financial Hardship

If you experience financial hardship and you reasonably believe that you may be unable to pay your invoice on time, you must review our financial hardship policy at <http://www.easyinbound.com.au/Financial-Hardship-Policy> and follow the instructions on how to advise us of your financial hardship.

### Other terms and conditions

Services we provide are governed by other terms and conditions which you should familiarise yourself with. These other legal documents are located at <http://www.easyinbound.com.au/Legal-Information>