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## 13/1300/1800 numbers

### Critical Information Summary

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#### *Information about the Service*

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13/1300/1800 numbers are designed to allow you to have a single inbound number regardless of location within Australia. This number can be put in front of any landline, mobile or VoIP service giving your customers a single phone number to remember. Ideal for a business with multiple sites.

- The minimum Term of Service is 6 months
- Early Termination fees will apply if the service is cancelled prior to the completion of the minimum contract term.
- This service does not include any hardware.

This document forms part of our Standard Terms and Conditions.

#### *Information about Pricing*

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|                        | <b>13</b>                   | <b>1300</b>                | <b>1800</b>                |
|------------------------|-----------------------------|----------------------------|----------------------------|
| Local Call Rate        | 9.9c/min**                  | 9.9c/min**                 | 9.9c/min                   |
| National Call Rate     | 9.9c/min                    | 9.9c/min                   | 9.9c/min                   |
| Calls to Mobiles       | 40c/min                     | 40c/min                    | 40c/min                    |
| Monthly Fee            | \$995/mth                   | \$30/mth                   | \$30/mth                   |
| Setup Fee              | \$1250                      | \$75                       | \$75                       |
| Min Contract Term      | 6 Months                    | 6 Months                   | 6 months                   |
| Early Termination Fees | \$995 x months left of term | \$30 x months left of term | \$30 x months left of term |
| Total Min Plan Cost    | \$8750                      | \$255                      | \$255                      |

\*\* - Free for 1<sup>st</sup> 15 minutes of the call



- all prices are inclusive of GST.
- This service pricing is exclusive of any internet access or usage charges that are applied for the specific service. See information on our website at <http://www.escapeonline.com.au/phone/inbound.html> for more detail on individual service types.

## Other Information

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- Customers can access information about any of their services by logging onto our website at [www.escapeonline.com.au](http://www.escapeonline.com.au) and click on “Client Login/Manage Account”. If you have not previously logged in, please contact us so we may provide you with access details.
- In the event of a service difficulty, you can lodge a support ticket via our Helpdesk by calling 1300-131-003 during office hours, 9am-5pm Monday to Friday or sending an email to our support ticket system at [support@escapeonline.com.au](mailto:support@escapeonline.com.au)
- On weekends or Public Holidays it is still possible to lodge faults or service difficulty problems by sending an email to [support@escapeonline.com.au](mailto:support@escapeonline.com.au) or leaving a message on which will be attended to as soon as possible.
- Should you need to talk to the Telecommunications Industry Ombudsman you can find their website at: <http://www.tio.com.au>

## Information about Billing

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All recurring charges are calculated on a calendar month basis and charged in advance with the exception of the first invoice that includes pro-rata charges for the partial use of the service in the first month as well as the next full month's fees.

One off charges are billed on occurrence in arrears.

Any additional usage charges are billed monthly in arrears.

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