

CRITICAL INFORMATION SUMMARY (CIS)

FONET INBOUND DIGITAL LINES- PREMIUM (FULL-ON MAX)

SERVICE INFORMATION

This is a business IP Inbound service that is connected to our digital exchange network. An Inbound service registered via our digital network and is programmed to redirect incoming calls to a single answer point within Australia, being either a fixed local service, fixed national service, or a mobile service. A Fonet Inbound service is not compatible to operate using multiple answer points.

MINIMUM TERM

The minimum term is 24 months.

ACTIVATION / CONNECTION FEES (NEW & EXISTING LINES)

A once-off connection fee(s) applies at: \$199

FULL-ON MAX INBOUND PLAN INFORMATION

CALLS TERMINATING FROM	CALL RATE CHARGE
Fixed Local Service	Included
Fixed National Service	Included
Mobile Service	Included

The table above shows the included standard calls to a Fonet Inbound service for this plan. All timed calls associated with this plan are billed in 60 second increments.

No other call usage other than listed in the table above is included. For any further information, please contact us via our website.

INFORMATION ABOUT PRICING

The Monthly Plan Fee is the minimum amount you will pay every month per Inbound Fonet service regardless of usage and is set out as follows:

FONET INBOUND	MONTHLY PLAN FEE	TOTAL MINIMUM COST (24 Months)
1	\$99	\$2,376

- Plan fees are charged in monthly advance and pro-rata applies.
- Total Minimum Cost per service is calculated as; Monthly Plan Fee multiplied by the Minimum Term. (E.g. \$99 x 24 months = \$2376) It does not include any once-off connection fee(s), **or porting fees.**

- If you wish to disconnect this service, the recurring Monthly Plan Fee is charged until the end of the billing cycle in which the service discontinued.

INCLUSIONS & EXCLUSIONS

The MPF includes:

- Monthly Access Fees to use this service;
- Itemisation of incoming calls with partial display of calling party number as is required by ACMA;
- Includes all incoming calls from Standard services within Australia: fixed local, fixed national and mobiles.

The MPF does NOT include:

- Changes to your Inbound service's settings or configuration.
- Any optional Value Added Services. For example, number porting, business or emergency change of answer points or anything not specifically indicated as included.
- Supply of additional software, hardware or equipment to operate and connect to this service.
- Maintenance, configuration, service or support of additional software, hardware or equipment connected to this service.

ADDITIONAL USAGE CHARGES

Any other usage and fees not included in the MPF are charged in addition.

EARLY TERMINATION CHARGES

If you cancel a service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated at MPF per Fonet Inbound, multiplied by the number of months remaining on your contract term. The maximum charge payable for early termination per inbound is \$2376.00. This fee will decrease throughout the contract period. **Port out charges of \$159.00 are due and payable once a Fonet Inbound service is ported to another provider.**

OTHER INFORMATION

If you require us to perform any modifications, add features and/or order new service, charges will apply and will vary depending on the type of the request. We will seek your approval before we conduct any work. Please contact us for further details.

Change of Answer point requests between business hours 8.30am to 5.00pm Monday to Friday (exc Public Holidays) are \$59.00. Emergency Change of answer point requests outside of business hours are \$129.00, and will be completed within 12 hours of being registered.

AVAILABILITY & LIMITATIONS

Fonet Digital Inbound services are only available within Australia, and can only have an answer point that is fixed local, fixed national, or mobile service within Australia.

All Fonet Digital Lines and their Legal Lessee's details are registered within Integrated Public Number Database (IPND) as a requirement of the ACMA. If you have any specific concerns, you should have these confirmed by us in writing prior to accepting delivery of this service.

Whilst we cannot guarantee you may be able to port your existing number(s), porting is generally available for most standard telephone lines. If porting fails or is rejected, you may need to forward or redirect your existing numbers to your IP Voice service or make other similar arrangements. These charges are not included. Your former carrier may also charge you a 'porting out' fee.

FULL TERMS

This information is a summary only. Please visit our website for our Standard Form of Agreement, Fair Use and Acceptable Use policies and other information which set out terms and conditions on which we provide our products and services to you.

GREEN BILLING

Because we are committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee. For paper billing or further information, please contact us via our website.

USAGE INFORMATION

For information about your usage levels, please contact us via our website. Alternatively you can access usage information from your customer portal.

PROMOTIONS & DISCOUNTS

The information contained in this summary is based on the standard service offering and is the most you will expect to pay for this service.

On occasion, we may run special promotions or offer discounts. Where this document has been supplied as part of a special promotion or discounted offer, please refer to the variations on the 'Plan details, Charges & Authority' Form, which will be provided to you.

CONTACTING US

We are an on-line, web-based company dedicated to excellence committed to serving our business customers quickly and efficiently. If you have any questions regarding your service, please contact us via our website contact page.

WEBSITE DETAILS

www.fonet.au

COMPANY DETAILS

Fonet Pty Limited (ABN: 21 658 360 171)
PO Box 2070 South Melbourne VIC 3205

P 1300 036 638

E billing@fonet.com.au

ACCURACY & PRICES

Information and pricing is correct at time of printing and is inclusive of GST.

We're here to help



Your satisfaction is important to us. If for any reason you are not satisfied with the service received, in the first instance, please inform us of your issue. Let us know via our website contact page so we may serve you better.

Should you not be satisfied with the steps taken to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue and should be an option of last resort.

You may contact the TIO directly by visiting www.tio.com.au or by calling 1800 062 058.