

# Critical Information Summary: Inbound Phone Numbers



## Service Description

Inbound Phone Numbers (Service) supplied by Smartcom Business Communications Pty Ltd (Smartcom), are virtual inbound phone numbers for businesses in Australia. Service numbers begin with the prefix of 1300 or 1800 in Australia.

### 1300 & 1800 Numbers

1300 Numbers are 10 digit national phone numbers in Australia. Callers may be charged for a local call by their telecommunications service provider when phoning from a landline; and mobile call rates apply for calls from smart devices.

1800 Numbers are 10 digit national phone numbers in Australia. The numbers are a toll-free service for callers phoning from a landline. Mobile call rates apply for calls from smart devices.

### How it Works

1300 and 1800 phone numbers receive inbound calls from either a fixed line or smart device. Calls are directed to an answer point; which can be to either a fixed line, (ie; office) or mobile phone number. Note: Services cannot be used to make outbound calls – inbound calls only. Separate DID's ie; 02 XXXX XXXX can be purchased from Smartcom for outbound call services.

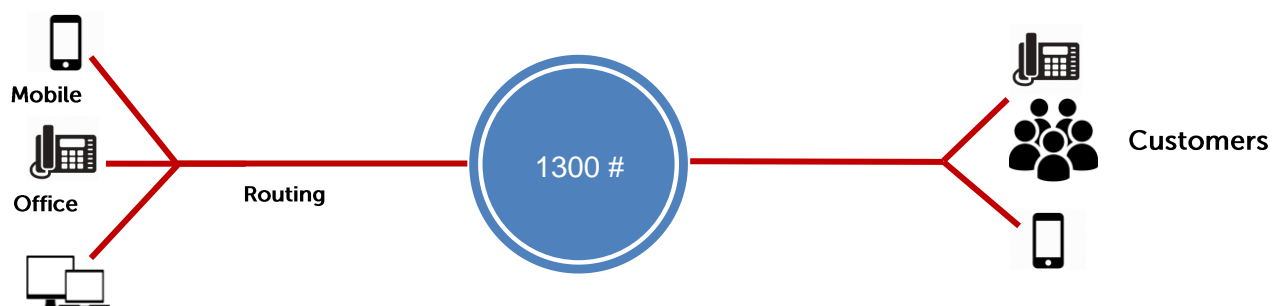


Figure 1: 1300 Number - Inbound calls from customers dialling the 1300 numbers can be routed to any device.

## Technical Requirements

### Mandatory

A mandatory requirement to install the Service is; 1) an Answer-Point ie; Fixed Line; (02) XXXX XXXX, or a Mobile; 04XX XXX XXX. If you don't already have a phone number for an answering point, you can either use a number you have on hand, or purchase a number from Smartcom.

### Assumptions - Office

For Services with calls directed to an office environment, you will require a means of receiving phones calls. The assumption therefore, is that you have the following; 1) a Network Router; 2) Onsite or Hosted PBX or Call Centre system; 3) Phones, either/or; Handsets or Softphones installed on Desktops; and 4) a suitable broadband connection.

The above is not a requirement if calls are being directed to a mobile number answer-point, where the mobile handset and an active mobile account is the only requirement.

## Service Availability

The Service is available for business use in Australia only.

## Service Restrictions

Subject to the technical requirements listed above, there are no restrictions to accessing the Service. The Service can be purchased as a stand-alone product, or bundled with other Smartcom services such as a Hosted PBX or Call Centre software.

## Installation

The Service is configured via remote provisioning by a skilled technician. You will be provided progress updates throughout the process until implementation is completed.

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## Service Inclusions

- Service Number/s; 1300 or 1800 Numbers
- Access to Report Dashboard
- Optional Smartcom Inbound Call Management Features
- Optional Standard Routing ie; national time-based routing

## Service Exclusions

- All calls received on your 1300 and 1800 numbers will be charged as per the call rates detailed in this document.
- International Answer Points (calls terminated to an overseas destination).
- Direct In Dial (DID) Numbers or Mobile Numbers used for Answer Points are either supplied by you; or DID's can be purchased from Smartcom.

## 1300 & 1800 Phone Numbers

### New Numbers

Smartcom can issue you with new 1300 and/or 1800 phone numbers. Each Service type has different features and criteria – consult with your Smartcom rAccount Manager for details.

### Existing Number

Service Numbers can be either ported from another carrier or purchased from Smartcom. If you have an existing Service number/s that you would like to retain, and thereby port to Smartcom, we will assist you in the process, and likewise manage the fulfilment from the incumbent provider.

## Price Model

There are 8x, 1300 and 1800 Number price models Please see minimum charges in table 1 below;

Table 1: Minimum Costs

Starter	Monthly Fee	Calls Incl	12 Mth Contract	24 Mth Contract	36 Mth Contract
PAYG	\$0	0	Cost of Calls Only		
Starter 1	\$20	30 Mins	\$240	\$480	\$720
Starter 2	\$35	100 Mins	\$420	\$840	\$1,260
Small Business	Monthly Fee	Calls Incl	12 Mth Contract	24 Mth Contract	36 Mth Contract
Biz 1	\$55	250 Mins	\$660	\$1,320	\$1,980
Biz 2	\$75	400 Mins	\$900	\$1,800	\$2,700
Biz 3	\$95	600 Mins	\$1,140	\$2,280	\$3,420
Enterprise	Monthly Fee	Calls Incl	12 Mth Contract	24 Mth Contract	36 Mth Contract
Biz Plus	\$15	0	\$180	\$360	\$540
Call Centre	\$15	0	\$180	\$360	\$540

Call Charges are detailed in table 2 below.

Table 2: Call Costs

Service Type	Fixed to Fixed	Mobile to Fixed	Fixed to Mobile	Mobile to Mobile
PAYG	25c	35c	45c	45c
Starter 1	12.5c	19c	25c	25c
Starter 2	12.5c	19c	25c	25c
Biz 1	8c	14.5c	19c	19c
Biz 2	8c	14.5c	19c	19c
Biz 3	8c	14.5c	19c	19c
Biz Plus Call Centre	on application			

*\*The call charges listed above are per minute rates, charged in 1 second increments ie; a 30 second call with a call rate of 25c a minute would be charged 12.5c (1/2 the cost of a full minute call).*

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All prices ex GST  
Set-Up Charges are detailed in table 3 below;

Table 3: Set-Up Fees.

<b>Starter</b>	<b>12 Mth Contract</b>	<b>24 Mth Contract</b>	<b>36 Mth Contract</b>
PAYG	\$55	\$1	\$1
Starter 1	\$55	\$1	\$1
Starter 2	\$55	\$1	\$1
<b>Small Business</b>	<b>12 Mth Contract</b>	<b>24 Mth Contract</b>	<b>36 Mth Contract</b>
Biz 1	\$55	\$1	\$1
Biz 2	\$55	\$1	\$1
Biz 3	\$55	\$1	\$1
<b>Enterprise</b>	<b>12 Mth Contract</b>	<b>24 Mth Contract</b>	<b>36 Mth Contract</b>
Biz Plus Call Centre	on application		

All prices ex GST

## Additional Services

Non-Standard technical services and customisation may incur costs. As a time-based service, Smartcom will provide no-obligation quotes for authorisation prior to the commencement of any work quoted. Any of these services are charged by time and material, with our professional services fee being; \$195 ex GST per hour.

## Minimum Monthly Charge

As indicated in table 1, the Minimum Monthly Charge is the Monthly Fee.

## Maximum Termination Costs

Termination of the Agreement at the completion of each Agreement term, will incur no extra charges. Upon termination Smartcom will send you a final invoice for the Monthly Charges set-out in this document for the final month; with amounts payable 7 days net, once the invoice has been issued by Smartcom.

Termination of the Agreement prior to the completion of each Agreement term, will incur payment of the Monthly Fees for the remainder of the contract period, plus the average amount of the last 3 invoices for phone calls, multiplied by the number of months remaining in the term.

Amounts are payable 7 days net, once the invoice has been issued by Smartcom. Further, any unpaid minimum fees or usage charges for the period prior to the termination date, including the Monthly Fees and usage charges during the 30 day notice period are payable 7 days net, once the invoice has been issued by Smartcom.

Prepaid minimum fees will not be refundable. At termination of the Agreement, the prepaid minimum fees for the remainder of the Agreement term will not be refunded.

## Minimum Monthly Fees

Minimum Monthly Fees are prepaid each month.

## Credit Limit

Smartcom may apply a credit limit to your account to protect against unauthorised use.

## Support Service

You'll have secure access to our online portal from any location as a means of; reviewing your account and usage information. Note: SLA (Service Level Agreement) obligations do not apply for Home Office use.

## Customer Service Contact

The support service desk is included in all Service plans, Monday to Friday 8.30am to 5pm AEST - excluding National Public holidays. Consideration of support services outside the above hours is upon application.

Phone: 1300 196 386

Email: [support@smartcombusiness.com](mailto:support@smartcombusiness.com)

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## Dispute Resolution Process

Smartcom strives to develop mutually rewarding relationships with our clients. Nonetheless, we understand that there may come a time when you are dissatisfied with a product or service and in these instances, we employ a Dispute Resolution Process – detailed in our terms and conditions. [www.smartcombusiness.com/Policies\\_Complaint\\_Handling](http://www.smartcombusiness.com/Policies_Complaint_Handling).

## Contacting the TIO

In the event that you remain unsatisfied with the outcome of the Dispute Resolution Process between us, you may, as part of the Dispute Resolution Process, you may escalate your case to the Telecommunications Industry Ombudsmen (TIO) at [www.tio.com.au](http://www.tio.com.au), or Phone: 1800 062 058.

## More Information

If you have more questions, please call us on 1300 196 386 or you may find the answer to your question at; [www.smartcombusiness.com](http://www.smartcombusiness.com).