

Inbound Voice

Information about the service

13 numbers are 6-digit numbers where the caller is charged a local call rate from any landline in Australia. Higher rates apply when calling the number from a mobile and are determined by the caller's mobile carrier. They are national inbound numbers and can only be used for receiving calls where the account holder is charged a call rate dependent upon its origin and where the 13 number is being routed to.

1300 numbers are 10-digit numbers where the caller is charged a local call rate from any landline in Australia. Higher rates apply when calling the number from a mobile and are determined by the caller's mobile carrier. They are national inbound numbers and can only be used for receiving calls where the account holder is charged a call rate dependent upon its origin and where the 1300 number is being routed to.

1800 numbers are 10-digit numbers where the call is free for the caller if dialed from an Australian phone line. They are national inbound numbers and can only be used for receiving calls where the account holder is charged a call rate dependent upon its origin and where the 1800 number is being routed to.

Smart numbers are distinctive phone numbers that are considered 'the best' 13, 1300, and 1800 numbers available. These inbound numbers come in the form of phone words which spell out your business name or service e.g. 1300 2 FIBRE (1300 234 273), and numbers that come in repeating or sequenced numerical patterns e.g. 1300 50 10 50.

Costs for Smart numbers are determined by the Commonwealth (via www.acma.gov.au) and start at \$250

Minimum Term

13, 1300 & 1800 Inbound Numbers are available on 12 Months Contract. um Term

Information about Pricing

Monthly Charges

	13	1300	1800
Relocation Type	\$850.00 (Inc.gov surcharges)	\$15.00	\$15.00
Total Min.Cost (12 Months)	\$10,200.00	\$180.00	\$180.00
Included Minutes	1st 20 Minutes free per local call	1st 20 Minutes free per local call	N/A
Local Call	9c per min	9c per min	9c per min
National Call	11c per min	11c per min	11c per min
Mobile Call	15c per min	15c per min	15c per min
Mobile to Mobile	25c per min	25c per min	25c per min
Fixed to Mobile	25c per min	25c per min	25c per min

• No flag fall or call connection charge.

Once off Establishment Charges

Establishment Type	Fee Applied
13 new Number Connection	\$850.00
1300 & 1800 New Number Connection	\$49.00
Porting Fee	Free
Simple Variation Charge to an existing service	\$75.00

Additional Charges

Additional charges apply for complex routing options and some value-added services. For further information please contact us on 1300 234 273.

Early Termination

The early termination charge payable when cancelling a contacted Inbound service is \$200.00. This charge is the same throughout the contract term.

International Callers

Although 13, 1300 & 1800 numbers may be called from some countries outside of Australia it is strongly recommended that a landline number is advertised as the international point of contact.

Other Information

Usage Information

To check your current usage levels. login to 'My Account' at www.fibre2air.com.au/myaccount or download the fibre2air mobile app.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to fibre2air.com.au/payments or contact us.

We're here to help

Please visit fibre2air.com.au/contact if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

Complaint or Disputes

If you have a problem or complaint about your service go to fibre2air.com.au/complaints where you will find full contact details and information about how to resolve it.

Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at tio.com.au/about-us/contact-us.