



## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION and KEY INFORMATION

**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. 1300 numbers offer a high level of call handling flexibility and can be routed to one or a range of answering points which can be either a landline or a mobile phone number.

#### MINIMUM TERM

Minimum term is one (1) month.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

INBOUND NUMBERS	
1300 NUMBERS	
1300 CALLS ROUTED TO AN AUSTRALIAN LANDLINE	<b>\$30</b> P/MTH
LOCAL CALLS	10c per Minute
NATIONAL CALLS	10c per Minute
MOBILE CALLS	10c per Minute
1300 CALLS ROUTED TO AN AUSTRALIAN MOBILE	
ALL CALLS	10c per Minute
Auto Attendant (IVR) / Voice 2 Email	Included
Geo & Time Based Routing	Included
Call Management Features & Functions	Included

Timed Calls are quoted in per minute rates and charged in one second increments.  
Local Calls - calls made to the 1300 number from a local landline. National Calls - calls made to the 1300 number from a landline outside the local area. Mobile Calls - calls made to the 1300 number from a mobile anywhere in Australia. All Calls Routed to Mobile - rate applies to all calls made to the 1300 number regardless of origin (AUS only) and excludes calls made via MobileSat.

#### ADDITIONAL CHARGES

Additional charges may apply for some Value Added Services such as number porting services and complex routing options.

#### SET UP FEES

\$0

#### MINIMUM TOTAL COST

\$30

#### SERVICE CANCELLATIONS

There are no cancellation charges. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the billing period in which the service is being cancelled.

#### INTERNATIONAL CALLERS

Although 1300 numbers may be called from some countries, they are not designed for use outside of Australia and a landline number is recommended as the international point of contact.

### OTHER INFORMATION

#### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **inclusive of GST**. This information is a summary only. For full details of the Customer Terms and other Company Policies, please visit [boldmediagroup.com.au/policies-legal](http://boldmediagroup.com.au/policies-legal) for full details.

#### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, Bold Media will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

#### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 951 854**.

#### BILLING

Bold Media will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Our standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Care Team on 1300 951 854.

#### PAYMENT METHOD

Bold Media accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

#### CONTACT US

Bold Media Group is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 951 854**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.boldmediagroup.com.au/complimentsandcomplaints](http://www.boldmediagroup.com.au/complimentsandcomplaints)

If you are still not satisfied with the steps taken by Bold Media to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Bold Media and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.