

Information About This Service

Service Description

13 inbound are easy to remember six digit numbers that helps increase your advertising return on investment. The 13 numbers only receive incoming calls, and for outgoing calls you need your normal phone lines. The 13 numbers can be directed to any phone landline, mobile, and VoIP terminating number. No additional phone line is needed. We provide 13 Numbers as a stand-alone service.

Minimum Term

The contract is for 12 months.

Additional Government Charge

There is a government surcharge on 13 Numbers of \$7800 per annum or \$650.00 per month (includes administration charge) when paid in monthly instalments. There is also a monthly rental charge of \$25.00 to maintain the number on our network.

Customers Pay

When Australian landline or VoIP services are used to make calls on 13 Numbers they are charged at a local call. When a mobile phone is used for calling, the caller's mobile carrier determines the cost and may be more expensive than landlines.

You Pay

Call rates are charged on per minute. Calls are billed pro-rata basis i.e. 1-second increments.

Information About Pricing

Inbound: \$25.00 per month

Calls answered on landline	
Calls from local landlines	0.13 C per min
Calls from national landlines	0.20 C per call
Calls from mobile	0.15 C per min

Inclusions

- Popular routing options including Australia-wide, State-based and standard Time-based routing are provided at NO additional charge.
- No Charge for call connection
- No minimum monthly call applies

Exclusions

- First set up charge of \$5000.00 applies.
- Complex routing/barring configurations including Region-based, Area-based and Exchange-based normally incur additional set up and monthly charges.
- Charges apply when making changes to answering points routing for existing services.
- Dishonour and Overdue Account Administration charges may also apply if the bills are unpaid.

Cancellation

If any you want to cancel the services, or "Churn" your services to another service provider. You will need to pay the monthly minimum charge multiplied by the remaining months left.

- \$8100.00, maximum payment term over 12 months *Excluding call usage

Total Minimum Cost

We charge \$675.00 per month which includes the government surcharge and the monthly 13 number rental. *This figure excludes call usage and is dependant per customer

Early termination will be monthly minimum charge of \$675.00 multiplied by remaining months.

Billing

The billing cycle is on a monthly basis. The bills are produced during the first few days of the month, you will receive a notification email or an SMS. No paper bill but your bill summary and details can be checked on logging to the customer portal of Nextel. The direct debit is processed on the 12 of every month.

The First bill will include set up charges, pro-rata monthly plan charges for the remaining days of the month on which your service commenced, next month's plan charges in advance, plus calls and any other charges incurred during the month.

Further enquiries

Please call **139 139** for all questions and enquiries

Customer Support

- Email: complaints@nextel.com.au
- Phone: **139 139**