

Information About This Service

Service Description

1800 inbound are easy to remember ten digit numbers that helps increase your advertising return on investment. The 1800 numbers only receive incoming calls, and for outgoing calls you need your normal phone lines. The 1800 numbers can be directed to any phone landline, mobile, and VoIP terminating number. No additional phone line is needed. We provide 1800 Numbers as a stand-alone service.

Minimum Term

The contract is for 12 months.

Monthly Charge

There is a monthly surcharge on 1800 Numbers of \$25.00 per month (includes administration charge)

Customers Pay

When Australian landline or VoIP is used to make calls on 1800 Number they are free or charges. When a mobile phone is used for calling, the caller's mobile carrier determines the cost.

You Pay

When Australian landline or VoIP is used to make calls on 1800 Number 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 expensive than landlines.

Information About Pricing

\$ 25.00 per month

Calls answered on landline	
Calls from local landlines	9 C per min
Calls from national landlines	9 C per min
Calls from mobile	15 C per min

Inclusions

- Popular routing options including Australia-wide, State-based and standard Time-based routing are provided at an additional charge. Please confirm these charges at the time of sale as they differ depending on the service required.
- No Charge for call connection
- No minimum monthly call applies

Exclusions

- First set up charge of \$200.00 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.

- \$300.00, maximum payment term over 12 months *Excluding call usage

Total Minimum Cost

Your minimum monthly commitment is \$25.00 per calendar month *excluding call usage

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

Call **139 139** for all enquiries

Customer Support

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