

# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION




**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.

**13 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.

**13 numbers** come with included features such as Auto Attendant, Voice2Email, Business Intro Message, Geographical Routing, Time Dependent Routing, Call Alert, Call Forwarding, Call Overflow, Call Distributor and Call Barring.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEE and CALL CHARGES

 <b>\$50</b> P/MONTH <b>CORPORATE 13</b>	
	13 CALLS ROUTED TO AN AUSTRALIAN LANDLINE
LOCAL CALLS	15 minutes FREE then 5c per Minute (per call)
NATIONAL CALLS	5c per Minute
MOBILE CALLS	10c per Minute
	13 CALLS ROUTED TO AN AUSTRALIAN MOBILE
ALL CALLS	15c per Minute
Calls Are Quoted in per Minute Rates and Charged in One (1) Second Increments	

**Local Calls** - rate applicable to local calls made via landline to the 13 number.

**National Calls** - rate applicable to national calls made via landline to the 13 number.

**Mobile Calls** - rate applicable to calls made via a mobile to the 13 number.

**All Calls Routed to Mobile** - the rate applicable when the 13 number is routed to a mobile number. The rate applies to all calls, regardless of the origin (Australia only) and excludes calls made via MobileSat.

### MINIMUM TERM

12 Months

### SET UP FEE

\$19

### CANCELLATIONS and TRANSFERS

Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the calendar month in which the service is being cancelled or transferred.

### MINIMUM TOTAL COST

\$1,314

### ADDITIONAL CHARGES

13 numbers attract an additional ACMA government charge of **\$695 per month**. In addition, Real ICT requires a bond of \$695 plus GST to be paid at the time of connection. The bond is fully refundable at the time of cancellation but may be used to cover any outstanding charges relating to the 13 number up until that time. In such case, any remaining balance is refunded.

Additional charges apply for complex routing options and some value added services. For further information please contact us on 1300 00 50 60.

### EARLY TERMINATION CHARGE and CANCELLATIONS

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term. A full monthly access fee applies to the calendar month in which the service is being cancelled.

## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at the time of publication but may be subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the terms and conditions please visit [www.realict.com.au](http://www.realict.com.au)

### INTERNATIONAL CALLERS

Although 13 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.

### USAGE INFORMATION

For information about your current usage levels please contact our Customer Care Team on 1300 00 50 60.

### BILLING

Real ICT 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. Any call charges will be calculated and charged according to the portion of the month that it relates to. Real ICT's 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 00 50 60.

### PAYMENT METHOD

Real ICT accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Care Team on 1300 00 50 60.

### CONTACT US

Real ICT is committed to excellence in customer service and advice to its customers. If you have any questions regarding the service please contact our Customer Care Team on 1300 00 50 60.

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

If you are still not satisfied with the steps taken by Real ICT 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 Real ICT 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.