

CRITICAL INFORMATION SUMMARY

1300 NUMBERS



INFORMATION ABOUT THE SERVICE

DESCRIPTION

1300 Numbers are virtual business numbers that divert an incoming call to an existing telephone service. The numbers can be easier for your clients to remember and cost the same to call from anywhere in the country (calls from some mobile plans may be higher).

MINIMUM TERM

All Simtex services have a 1 month minimum term. There are no plan change fees.

EARLY TERMINATION FEES

30 days' notice is required for all cancellations. No plan change fees are applicable.

INFORMATION ABOUT PRICING

Plan Name	Minimum Monthly Charge
1300 Lite	\$27.00
1300 Medium	\$45.00
1300 Heavy	\$94.00

Minimum Monthly Charge includes the cost of the 1300 number plan plus the cost of 1 channel SIP Trunk (\$5.00). Additional channels are available at \$5.00 per month per channel.

SETUP CHARGES AND CALL RATES

All prices are inclusive of GST.

	1300 Lite	1300 Medium	1300 Heavy
One-time Setup Fee	\$129.00	\$129.00	\$129.00
One-time Port Fee	\$75.00	\$75.00	\$75.00
Calls terminated on Simtex			
	200 min included then \$0.055 p/m	500 min included then \$0.035 p/m	2000 min included then \$0.02475 p/m
Calls Not Terminated on Simtex			
	SIP Trunk Call Pricing	SIP Trunk Call Pricing	SIP Trunk Call Pricing

CALL ROUTING AND IVR SETUP

Custom call routing and IVR setup is available. You can have a simple process in place or a more complex one that is more suitable to your requirements. Call routing and IVR setup may attract additional charges.

OTHER INFORMATION

USAGE INFORMATION

Simtex customers can view and track usage data by going to <https://myaccount.zetta.net.au>

CUSTOMER SERVICE CONTACT DETAILS

You can contact the Simtex customer support team for any service and account support by emailing support@simtex.com.au or calling 1300 888 519 between 6am and 5pm WST Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - <http://www.simtex.com.au/contact/>

DISPUTE RESOLUTION PROCESS

At Simtex we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service. In such case, please refer to our [Dispute Resolution Process](#).

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO)

If you remain dissatisfied by the solution provided by Simtex using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:
Telephone: 1800 630 614
Online: www.tio.com.au/making-a-complaint