

CRITICAL INFORMATION SUMMARY

1800 NUMBERS



INFORMATION ABOUT THE SERVICE

DESCRIPTION

1800 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 are free 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
1800 Lite	\$44.00
1800 Medium	\$64.00
1800 Heavy	\$125.00

Minimum Monthly Charge includes the cost of the 1800 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. Once included minutes have been used, additional per minute charges will apply.

	1800 Lite	1800 Medium	1800 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			
Included	100 minutes	200 minutes	500 minutes
Extra From Landlines	\$0.066	\$0.0616	\$0.057
Extra From Mobiles	\$0.15714	\$0.14667	\$0.1358
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