

Service to be provided:

Minimum monthly Charge: \$20.00 + plus call charges

Early termination Max Charge: \$299.00 + plus call charges

Minimum term applicable: 24 Months

Information about the service

What is the service?

1300/1800 numbers are 10 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 1300/1800 number is being routed to.

1300/1800 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.

What is included?

Features of this service include:

- Call termination to standard landline or mobile (standard landline service or mobile service is not included)

Minimum Term

The service is supplied on a 24 month contract (customers are permitted to terminate the service by giving 30 days notice).

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your business phone lines, NBN or any of our bolt-on features like 4G backup.

Qualifications

To obtain a service from us you must:

- Have a current Australian Business Number (ABN)
- Agree to our business terms and conditions available at <https://ucingo.com.au/standard-form-of-agreement/>

Please note that this service may be suspended and/or cancelled if:

- You fail to pay your bill
- You are abusive to our staff.
- You breach our terms and conditions or our fair use policy, available at <https://ucingo.com.au/legal/>

Information about pricing

Monthly charges

Monthly charge	\$20.00
Total minimum price	\$20.00
Inbound Call Rate – Australian Mobile	12c per minute
Inbound Call Rate – Australian Standard Landline	12c per minute

All prices quoted are Inc-GST

Exit fee

For contracted services your exit fee is \$200 or the number of months remaining on your contract multiplied by 50% of the monthly fee, whichever is less.

Other information

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 0260495600.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://ucingo.com.au/lodge-a-complaint/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint

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