

## SERVICE TERMS AND CONDITIONS

# Critical Information Summary Inbound Services 1300/1800

Clean, readable text edition for website publication.

|                 |                                                           |
|-----------------|-----------------------------------------------------------|
| <b>Document</b> | Critical Information Summary - Inbound Services 1300/1800 |
| <b>Category</b> | Critical Information Summary                              |
| <b>Owner</b>    | C9 GROUP                                                  |
| <b>Contact</b>  | 1800 000 299   Sales@c9group.com.au                       |

Original document content and source information are retained. C9 GROUP visual branding has been applied for website publication.

## Critical Information Summary - Inbound Services 1300/1800

### Critical Information Summary - Inbound Services 1300/1800

Key information for 1300 and 1800 inbound service plans.

#### Document

#### Category

#### Critical Information Summary-Voice

#### Owner

Source version

1 January 2022

#### Contact

1800 000 2991 Sales@c 9 group.com.au applied for website publication.

C9 GROUP | Critical Information Summary - Inbound Services 1300/1800 Critical information summary

### INBOUNDSERVICEPLANS-1300&1800 NUMBERS

#### Calling Plan & Access Fees

#### Service Description

C9 Inbound services are 1300 and 1800 virtual numbers that used for inbound calls Any phone calls received on your 1300 number and 1800 number and answered only and can be redirected to a landline or a mobile (answering point).

on the LANDLINE only numbers will be charged at the applicable call rate as mentioned below. Price below are ex GST.

minimum amount on soe as s untimed calls for the customer to your business from most phones within INBOUND PLANS 1300 1800 Australia.

\$25.00 \$25.00

#### Monthly Access Fees

1800 This service is TOLL Free and allows you to offer your customers the

\$900.00

#### Minimum Total Cost

\$900.00 convenience to call your business for no charge to them.

\$80.00 \$80.00

### Activation Fees (one-off)

9 c per min.

From local & national landlines 9 c per min.

Availability From mobile 9 c per min.

Customer can either port their existing Inbound numbers (Read more about Any phone calls received on your 1300 number and 1800 number and answered porting number fees on C9 GROUP/number porting) or get a new on the MOBILE numbers will be charged at the applicable call rate as mentioned number.

below = Please note that availability and costs for new Inbound numbers are determined INBOUND PLANS 1300 1800 by the Australia Communication and Media Authority (via [www.acma.gov.au](http://www.acma.gov.au)) and 28.5 c per min.

28.5 c per min.

From local & national landlines start at \$250. The numbers must be directly purchased from 28.5 c per min.

From mobile 28.5 c per min.

[www.thenumbering.system.com.au](http://www.thenumbering.system.com.au) Callrates and plans mentioned above are only for Basic Australia-wide redirection configuration.

### Customer Service, Support & Billing Enquiries

#### Customer Service Email: [helpdesk@C9 GROUP](mailto:helpdesk@C9 GROUP)

Complex Redirections

#### Phone: 1800 000 C9 X (Option 3)

Exchange Service Area Routing, Post Code Routing and Mobile Location Routing

#### Technical Support Email: [helpdesk@C9 GROUP](mailto:helpdesk@C9 GROUP)

(MOLI) will incur additional setup and monthly Charges. Price below are ex GST.

#### Phone: 1800 000 C9 X (Option 2)

### SETUP FEES MONTHLY ACCESS FEES

FEATURES

### Minimum Term & Early Termination Fees

#### Exchange Service Area Routing

\$175 NA

#### Post Code Routing

\$450.00 \$950.00 Minimum Term is 36 Months.

\$200.00 Mobile Location Routing (MOLI) \$150.00 The C9 Inbound Service plan supplied to the customer can be terminated by giving a 30 days' notice. ETF (Early Termination fees) is calculated as the monthly access

fees, multiplied by months remaining on the agreement.

## **Bundling Discounts**

### **Additional Information**

You may be eligible for a discount on the monthly charge when bundling multiple C9 GROUP products and services. Please note any discount applied to the The Inbound service plan Critical Information Summary only outlines the critical monthly charge on your account will expire at the end of the term.

information for Inbound Services and should be read in conjunction with Our Customer Terms Agreement which can be located on the webpage <https://www.c9group.com.au/service-terms-and-conditions>

## **Complaints Handling**

### **Telecommunications Industry Ombudsman**

If you have a dispute with C9 GROUP and wish to make a complaint, please contact our complaint resolutions team, If you are dissatisfied with the outcome of your complaint after following the

### **Email: [complaints@c9group.com.au](mailto:complaints@c9group.com.au)**

above process, you may contact the TIO (Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website.

Critical Information Summary NBN | Information is current as of 01 January 2022 and is subject to change without notice. Further information: [C9 GROUP/inbound-callsolutions/](https://www.c9group.com.au/inbound-callsolutions/)