



Critical Information Summary Inbound 1800 Access Plan

national pc™

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Inbound 1800 Access Plan**.

It covers things like the length of your contract and how much you need to pay each month.

National PC™ 1800 numbers are virtual business numbers that can be called for free. These numbers receive incoming calls and redirect them to an existing phone line ("answerpoint") such as a mobile or landline.

MINIMUM TERM

There is no minimum contract term, but termination and/or transfer charges apply if the service is cancelled within the first 12 months.

WHATS INCLUDED AND EXCLUDED

Your monthly access fee includes:

- **Basic Australia-wide, State-based, and standard time-based routing are provided with your 1800 number at no additional charge.**

Exclusions:

- **Any phone calls received on your 1800 number will be charged at the applicable call rate.**

INFORMATION ABOUT PRICING

Your minimum monthly charge is **\$9.95**.

Depending on the originating number you will be charged as follows:

Call rates are quoted per minute and billed pro-rata in 1 second increments. No flagfall or call connection charge.

Call Originating	Call Terminating	Per Minute Rate
Local Landline	Landline	10c
National Landline	Landline	11.5c
Mobile	Landline	18c
National Landline	Mobile	22c
Mobile	Mobile	22c

Early Termination

Early Termination Charge of **\$99.00** Applies to cancellations or Transfer/ Port Aways within 12 months

INFORMATION ABOUT PRICING

Minimum monthly charge:

Please refer to table on previous page for pricing information.

Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Pro Rata Billing:

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, this is called Pro Rata Billing.

Billing and payment charges

This plan requires paperless billing (Billing by Email) and payment by Direct Debit by Bank Account as standard.

SETUP COSTS

In addition to the monthly charge, you may pay the following: All new 1800 services including porting to us will incur a one-time setup charge of **\$59.00**.

CHANGES

Changes to answerpoints and routing for existing services may attract additional charges.

ADDITIONAL CHARGES

Additional fees and charges may apply, refer to our Fees and Charges schedule nationalpc.com.au/fees-and-charges

QUALIFICATIONS

An existing phone service is required as an answerpoint for this service. Calls can be answered on landlines, mobiles, and VoIP phones.

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

- you fail to pay your bill within 30 days
- you are abusive to our staff or
- you breach our "fair use" policy (available at <http://www.nationalpc.com.au/about-us/legal-stuff/>)

COMPLEX REDIRECTION SCHEME

Region-based, area-based, exchange-based, and barring configurations typically incur additional set-up and monthly charges.

Enquiries, feedback and complaints:

We're here to help.

National PC Pty Ltd
info@nationalpc.com.au
1300 733 672

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of 28 January 2018.

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