

## Inbound (13, 18, 1300, 1800) – Product Terms & Conditions

Inbound 13/18/1300/1800 numbers (herein referred to as Inbound) refer to FLRN (Free-phone and local rate numbers) as detailed by the ACMA, delivered through us via the Access4, Vonex, or Aussie Broadband platform.

### Product Details & Specifications

- 13 – A 6-digit Inbound number beginning with 13 – Fixed untimed cost to the person calling (landline)
- 18 – A 6-digit Inbound number beginning with 18 – Free call to the person calling (landline)
- 1300 – A 10-digit Inbound number beginning with 13 – Fixed untimed cost to the person calling (landline)
- 1800 – A 10-digit Inbound number beginning with 18 – Free call to the person calling (landline)
- You may request activate of a new number from our available list, or port an existing number you have from another carrier. We can also activate Smart Numbers that you have purchased from [www.smartnumbers.gov.au](http://www.smartnumbers.gov.au).
- The service requires a termination point – a landline or mobile number.
- The service can be configured with a single termination point, or complex termination (areas, locations, time / day).

### Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will provide the Service from the date the transfer or activation takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.

### Service Cancellation

If you choose to cancel your service, you must let us know in writing.

- The Early Termination Fee (ETF) is the monthly access fee, times the number of remaining months in the contract period.
- A 30-day cancellation fee (total minimum monthly cost of service) applies from Service cancellation date (The day we accept your cancellation request).

## **Order Withdrawal**

If you withdraw the order prior to activation, a withdrawal fee may apply. This is dependent on how many business days past signing the paperwork the request is made.

- Between business day 0 to business day 10, please refer to our Cooling Off Period.
- For business day 11, up to 2 business days before the scheduled cutover of your service, 1 month of your monthly access fee will apply.
- If less than 2 business days until the scheduled cutover or installation – standard early termination fees as detailed in "Service Cancellation" above apply.

## **Faults**

- The service provided is a best-efforts service. There are no financial rebates available for service performance, uptime, or fault conditions.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.