

1800 Business Saver plans

Information about this service

Description

1800 numbers are an inbound telephone service. These numbers receive national calls and redirect them to existing phone lines, including fixed line, mobile services and SIP.

There are no contracts and no early termination charges with this service.

- Minimum monthly charge payable: \$60 +gst
- Minimum term applicable: 1 month
- Maximum monthly charge payable: n/a
- Maximum charge for early termination: \$0

Description about this service

Qualifications

An existing phone service is required to receive calls redirected via this service. Calls made to this service can be diverted to Australian fixed line or mobile services i.e. any services with the prefix 02, 03, 04, 07, or 08 or to SIP.

Eligibility

Comuniqa services are available to Australian business customers only. To be eligible for this plan you or your business must provide us with a registered ABN, ARBN or ACN.

Billing & payment

Your account is charged on the 1st of each month.

Payment for this service is strictly by Direct Debit bank or credit card payment automatically processed by our secure payment gateway ([Stripe](#)).

Plan fees are pre-paid in advance on a monthly basis. Calls in excess of the included minutes ('overage') are billed in arrears.

Cancellation, upgrades and downgrades

You may change plans at any time, as it suits your call usage profile. Changes will be applied at the start of the next billing period.

No early termination or cancellation fees apply. You may cancel your account in your online portal or by emailing us. Cancellation will be effective at the end of the current month.

Restrictions to the service

Calls to this service cannot be forwarded to emergency services (000), premium rate services, international numbers, or other 1300/1800/13 services.

Pricing & service inclusions

Plan pricing

1800 Business Saver plans include a number of 'call minutes'.

- Calls answered on landline consume included minutes at a ratio of 1 second call time : 1 second from plan
- Calls answered on a mobile consume included minutes at a ratio of 1 second call time : 2.4 seconds from plan

You may consume calls up to the included limit without additional cost. Calls received after the included minutes are exhausted will be charged at an additional per minute rate, based on actual call time.

| | 1800 Business Saver | 1800 Business Saver Plus |
|------------------------------------------------|---------------------|--------------------------|
| Price (per month) | \$60 | \$100 |
| Included call units | 1,200 | 2,400 |
| Equivalent mins all calls answered on landline | 1,200 | 2,400 |
| Equivalent mins all calls answered on mobile | 500 | 1,000 |
| Additional usage calls to landline | 9.5c per min | 9c per min |
| Additional usage calls to mobile | 17.5c per min | 17c per min |

Prices exclude GST

There is a one-time setup charge of \$20 + GST that is added to your first bill.

Additional usage

Call time in excess of the included minutes for each plan will be charged according to additional call rates according to the table in "Plan Pricing" above.

Plan choice guarantee

Over time your usage may change. If at any time you consider that another plan listed in this CIS would be better value you may request to change plans.

If you change to another plan we will:

- Recalculate the call rates from the most recent invoice to match the new plan
- If a credit is due to you it will be applied to the next invoice

This plan choice guarantee can only be applied once in the lifetime of the service and is always at the full discretion of Communiqa.

Included features

1800 Business Saver plans include the following features:

- Diversion to fixed line, mobile or SIP services
- Time-based scheduling
- Start of call announcement / greeting
- Whisper announcement
- Voicemail to email
- Missed call email alert
- Divert to multiple phone numbers
- IVR (interactive voice prompt menu)
- Call recording

Included phone number

This service includes the connection of a single phone number.

The phone number may be:

- Supplied by us, from our list of available numbers (no additional cost).
- A number that you are currently using with another provider that you wish to "port in" (no additional cost).
- A number that has been purchased as a Smart Number via thenumberingsystem.com.au (at your cost).

Other information

Enquiries, technical support, and complaints

Communiqa contact details

| | |
|-----------|--------------------------------------------------------------------|
| Phone | 1300 122 166 |
| Email | admin@communiqa.com.au |
| Live chat | https://communiqa.com.au |

Please find our Complaint Handling Policy at

<https://communiqa.com.au/policies>

Managing your service, including usage information

Log in to the [Communiqa customer portal](#) at any time to view your services, track your usage, and access your bills.

International & roaming

1300 & 1800 numbers may be compatible to receive calls from international telephone networks, but there is no guarantee of a successful connection.

Calls redirected to an Australian mobile service that is roaming outside of Australia may attract additional charges from your mobile provider.

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:

TIO contact details

| | |
|--------|-------------------------------------------------------------------------------------------------|
| Phone | 1800 062 058 |
| Fax | 1800 630 614 |
| Online | http://www.tio.com.au/making-a-complaint |

This CIS is a summary only. Please contact Communiqa for further information or [visit our website](#) for full terms and conditions.

This summary valid as of March 2020.