

Welcome to Vocal! Here's a quick summary of your Inbound 1300 service plan just to make sure you're across all the important things you need to know about the service and our charges.

Information about the Service

This is an Inbound service offering businesses a single national number that routes incoming calls to a chosen answering point. Calls to your inbound number are redirected to your preferred answering point(s), with optional call routing features based on time, caller location, or overflow conditions. Vocal supports both simple and complex configurations for advanced routing & functionality if required.

Minimum term: month to month

Routing Options:

Simple Configuration: (included)

- Time-of-Day, Day-of-Week Routing
- Call Overflow / Failover to backup number
- Call Splaying (fixed ratio distribution)

Complex Configuration: (\$499 one-time setup)

- State-Based or Region-Based Routing
- Charge District or MOLI routing
- Table lookup for CLI/Prefix-based routing

Bundling: This service does not require bundling. However, Vocal offers a bundled discount plan when additional qualifying Vocal services are connected under the same account.

Promos and special pricing: This summary may not cover any special or customised rates or optional extras.

What is included

- One standard 1300 Inbound service number with redirection to a fixed or mobile Australian destination.
- Vocal's online Self Help Portal for call activity viewing & billing.
- Choice of simple or complex routing configuration (see below).
- Real-time service management via Vocal Support team.

What is not included

- Call Flow Manager web interface (optional at additional cost)
- Porting number charges & fees (\$110 per service)
- International redirection/termination (additional rates apply)
- Equipment such as SIP phones, or ATA devices.
- Access to Premium, 190x and Directory Assistance services.
- Purchase or activation of premium **smartnumbers®** available as a premium service priced on application.

Information about pricing

Refer to the below table for your plan pricing and minimum monthly charge. If you use your inbound 1300 service for things not included in your plan you will have to pay more than your monthly minimum.

	Inbound 1300 (simple)	Inbound 1300 (complex)	Inbound 1300 (bundle)
Minimum monthly fee	\$15	\$15	\$10
Minimum term	-	-	-
Free calls (local only)	1st 5 minutes	1st 5 minutes	1st 10 minutes
Set-up fee (once-off)	\$55	\$550	\$55
1300 local calls	5c p/min	5c p/min	3c p/min
1300 calls to fixedline	10c p/min	10c p/min	8c p/min
1300 calls to mobile	25c p/min	25c p/min	23c p/min
Call connection fee	-	-	-

Note: Calls terminating in Australia from international origins attract additional charges based on source country and carrier.

Your first bill: We invoice customers each month at the end of our billing cycle and note that your monthly access fee may be higher on your first bill due to pro-rata charges which are determined by the date of service connection.

Variations & Modifications: Further requests to modify or reconfigure your inbound service may incur a network-required variation fee, based on the complexity of the change.

- Inbound (simple) configuration changes: \$55 per service
- Inbound (complex) reconfigurations: \$550 per service
- Emergency Amendment fee: Add \$250 per service

Fair Go Policy: This service is subject to our Fair Go Policy available on our website vocal.com.au/fairgopoly.

Bill Options: A Bill Print Fee of \$5 applies if we mail your bill. No cost for email or access via our website. Customers may access our Self Help Tool at no charge to review bill history, reports and unbilled charges.

Payment Methods: A 2% surcharge applies to payments using a credit card. A \$2 transaction fee applies to Australia Post payments. AMEX and Diners cards are not supported.

Payment Terms & Late Fees: We provide our customers with 14 day payment terms. If you do not pay your bill on time, we may charge you a \$10 Late Payments Fee each month until full payment has been received.

Early termination fees (ETF): not applicable on this plan

Other Information

smartnumbers®

As a registered Carriage Service Provider (CSP), Vocal can assist with the purchase and activation of 13, 1300, or 1800 **smartnumbers®**—memorable numbers that spell words, such as 1300 00 VOXY or 13 VOXY. These numbers are ideal for enhancing brand recognition and improving customer recall.

Availability is limited, and pricing is provided on application (P.O.A.).

Cancellations

You must submit cancellations requests in writing which require a minimum of 30 days notice to take effect after confirmation of the request has been received. No pro-rata credits or refunds can be provided for cancelled services. A \$200 OrderWithdrawal fee applies if cancelling after order submission prior to connection.

Customer Support

We will do our best to service our customer's needs. You may call us during Australian business hours on **1300 796700** (local call cost) or email support@vocal.com.au or visit our website vocal.com.au

Inbound Number Porting

If required, we can assist you with porting your existing 1300 inbound number from your current provider. A once-off porting fee of \$110 per service applies.

Additional steps may be involved depending on your current provider and service setup. Vocal coordinates porting through our wholesale carrier to minimise disruption, though delays may occur if details provided are incomplete or incorrect

Service Faults & Difficulties

You can report a fault at anytime which we will action on the same or next working day. We will do our best to restore your service within 2 full working days depending on your location or work load.

Complaints & Disputes

We will provide you with our Complaint Handling Policy if you do not already have one. You must tell us if you have a problem or complaint about our service. If we do not help you then you can raise the issue with the TIO by calling 1800 062058 or visit www.tio.com.au

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