

Critical Information Summary

anspired PBX Inbound numbers (1800)

Information About The Service

The service:

anspired PBX 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.

Smartnumbers are distinctive phone numbers that are considered ‘the best’ 13, 1300, and 1800 numbers available. These inbound numbers come in the form of phone words which spell out your business name or service e.g. 1300 COMPUT (1300 266 788), and numbers that come in repeating or sequenced numerical patterns e.g. 1300 50 10 50.

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.

Inclusions:

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

Qualifications:

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

Installation:

We will require a landline phone number to point the 1800 number to.

Information About Pricing

Minimum monthly charge:

Name	Minimum monthly charge
1800 Inbound	\$15.00

Setup charges and call rates:

Name	New Number cost	Per minute	Call set up
1800 Inbound	\$60	\$0.075	\$0.01

Early termination charges:

If you cancel your service prior to the first 12 months you will incur early termination charges

Early termination charge	
Cancellation	\$25
Transfer/port away	\$75

Changes:

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

Other Information

Usage information:

Billing information is available in your anspired PBX portal.

Please contact support@anspired.com.au if you need these details reset.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300 267 747 or by sending an email to support@anspired.com.au if you have any questions, would like to give feedback or complain.

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: 1 800 062 058

Fax: 1 800 630 614

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

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