

# CRITICAL INFORMATION SUMMARY

*This Critical Information Summary (CIS) outlines important information you need to know about your plan.*

## DESCRIPTION OF THE SERVICE

Fonebox Australia provides a suite of services which includes 13, 1300, & 1800 inbound numbers that can be routed to any PSTN, ISDN, Mobile or VoIP service. 13 & 1300 numbers are charged at a local call rate from any landline in Australia, regardless of whether or not they are local to your termination point. 1800 Numbers are free for the caller when dialled from any landline in Australia. Should a caller make a call from a mobile phone to an inbound number their mobile provider will set the rate.

## ELIGIBILITY FOR SMALL TO LARGE BUSINESSES

To be eligible for these services, you or your business must provide us with a registered ABN, ARBN, or ACN.

## MINIMUM TERM

12 month contract.

## PRICING

### 13, 1300, & 1800 Service Charges

Fonebox Australia provides customers with solutions for inbound services that are tailored to meet the needs of each company. Consequently, please refer to your personalized agreement for rates and service charges.

*Note: all values in agreements are in \$AUD and exclude GST.*

## EARLY TERMINATION CHARGES

Should you terminate your agreement throughout the contractual period, you will be charged the total monthly service fees and projected income lost. This is calculated by the average of the previous three (3) months invoice amounts x (times) the monthly balance remainder term of the agreement.

## OTHER CHARGES

**Invoice paperbill fee:** you will be charged a fee of \$3.50 ex GST per invoice, to receive paper billing. To setup email billing and not be charged this fee, please contact our Billing team on 1800 FONEBOX (1800 366 326) or at [billing@fonebox.com.au](mailto:billing@fonebox.com.au).

**Setup fees:** please refer to your Fonebox agreement.

**Government Levy:** is an applicable annual charge set out within the Telecommunications Act 1997 for all 6 digit 13 numbers, please refer to [www.acma.gov.au](http://www.acma.gov.au) for further information.

**Monthly fees:** please refer to your Fonebox agreement.

**MAC D fees:** moves, adds, changes and service disconnections are incorporated into your monthly service charge.

**Routing Charges:** these charges are priced on application and will be based on either current data or forecast usage.

**International Call Charges:** please refer to your Fonebox agreement for the per minute call rate for each country.

**Late fees:** should the account not be paid by the due date noted on the invoice a late fee will apply. Late fees are calculated at \$15 ex GST or 5% of the total outstanding amount. Payments can be made online by visiting [fonebox.com.au/pay](http://fonebox.com.au/pay).

**Credit card surcharges:** payments made via credit card will incur a 2% processing fee. The fee will appear on the next invoice issued after your bill is paid.

**Direct Debit:** to set up direct debit please contact our Billing team on 1800 FONEBOX (1800 366 326) or at [billing@fonebox.com.au](mailto:billing@fonebox.com.au).

## OTHER INFORMATION

**Billing date:** 4th of each calendar month.

**First invoice:** you will be billed the pro rata monthly fee, usage charges during the first month, and the next months full monthly fee.

**Final invoice:** you will receive a pro rata credit for the days outside of your agreement term within the final billing month.

**Reporting access:** you can access the Fonebox reporting platform by heading to [reporting.fonebox.com.au](http://reporting.fonebox.com.au) or by clicking 'Login' link in the top right hand corner of the [Fonebox website](http://Fonebox website). Our reporting platform will include reports pertaining to the usage of your service. Also available through the platform are copies of your invoices. Should you be unable to access the portal, please contact our customer service team by emailing [cs@fonebox.com.au](mailto:cs@fonebox.com.au) or call 1800 FONEBOX (1800 366 326).

**Transferring Numbers between Carriers (Porting):** the following timeframes apply when porting 13, 1300 & 1800 inbound numbers from your existing carrier to Fonebox Australia:

**i. Fonebox Port Application Timeframe:** upon receiving your executed agreement we will endeavour to submit your inbound number for port within 1 to 7 business days, unless a differed date is specified on the agreement.

**ii. Losing Carriers Timeframe:** completion of the Port is dependent on the Losing Carriers response time and the correct documentation (detailing the Account Number and phone number) being supplied by the customer. In some instances should the Port be disputed by the losing carrier a Port Authority Form (PAF) may be requested between the two carriers which can delay the port.

## WE'RE HERE TO HELP

**Phone:** 1800 FONEBOX (1800 366 326).

**Address:** Level 9, 100 Edward St, BRISBANE QLD 4000.

**Postal:** GPO Box 2650, BRISBANE QLD 4001.

**Response Times:** You can expect a response on the same business day, or should you call outside of our business hours of 8:00am-5:00pm AEDT, you will receive a response from one of our team members within two days.

### Customer Service:

For initial contact, lodge a ticket by specifying the change or request through to [cs@fonebox.com.au](mailto:cs@fonebox.com.au).

### Escalation requests:

Please call 1800 FONEBOX (1800 366 326) select option 2. Staffed hours of operation: 8:00am-5:30pm AEST.

### Billing Team:

Please call 1800 FONEBOX (1800 366 326) select option 3 or send your request by emailing [billing@fonebox.com.au](mailto:billing@fonebox.com.au). Staffed hours of operation: 8:00am-4:00pm AEST.

### Complaints or disputes

If you are not satisfied with your product or service notify us of your issue by contacting us through the methods detailed above. If you feel we were not able to resolve your problem then please escalate your request via this email at [disputeresolutions@fonebox.com.au](mailto:disputeresolutions@fonebox.com.au).

### Further investigation / TIO

In the event that you have exhausted all other options and feel that your issue still has not been dealt with satisfactorily then you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or online at [www.tio.com.au](http://www.tio.com.au).