

## Information About the Service

J2 AUSTRALIA CLOUD CONNECT PTY LTD (t/a Fonebox) (ABN 96 094 300 311) provides 1300, 1800 and local virtual number services. These services can receive incoming calls only, and cannot be used for making an outbound call.

### Inclusions:

- The bundled plan includes Inbound Number Plan as well as Basic Phone Answering Plan.
  - **Inbound Number Plan includes:**
    - A Service Number (1300, 1800 or Local Virtual Number).
    - One call routing feature – Call Forwarding.
  - **Basic Phone Answering Plan Includes:**
    - Fonebox receptionists will answer calls on customers behalf, take down callers' details (name, number, email address, referral source and the reason for call) as well as messages. The notification of your missed call will be sent via email or SMS to the appropriate personnel, store or department
- Total monthly call credit that can be used in following ways
  - 50% for Inbound Plan and 50% for Phone Answering
  - 75% for Inbound Plan and 25% for Phone Answering
  - 25% for Inbound Plan and 75% for Phone Answering

### Exclusions:

- International Answer Points (Calls terminated to an overseas destination).

### Restrictions:

- To be eligible for these services, you or your business must provide us with a registered ABN, ARBN, or ACN.
- Each Call Plan can have a maximum of 1 Service Number.
- The plans include only 1 call routing feature – Call Forwarding.
- Fax-to-Email is a standalone feature on your Toll-Free service. If you require both Fax-to-Email and voice services then you will require two separate Toll-Free services.
- Inbound and outbound call recordings are stored for a period of 3 months.
- Call Plans are available to new Fonebox accounts only

### Minimum term:

- The minimum term for all bundled plans is 12 months.

## Information About Pricing

### Call Plan Details

All prices are in \$AUD exclude GST. All number hosting fees and call plan fees (including applicable discounts) are prepaid and non-refundable.

Bundled Web Plans	Starter	Basic	Professional	Premium	Enterprise
Plan Cost Per Month	<b>\$120</b>	<b>\$200</b>	<b>\$300</b>	<b>\$500</b>	<b>\$1,000</b>
Setup Fee (one off)	\$170	\$110	\$50	\$50	\$50
Total Monthly Call Credit	\$30	\$150	\$275	\$480	\$1,000
<b>Inbound Number Plan</b>					
Monthly Call Credit	\$15	\$75	\$138	\$240	\$500
Local Calls - Free Minutes	-	15 Minutes	15 Minutes	15 Minutes	15 Minutes
Local Calls	\$0.15	\$0.13	\$0.10	\$0.09	\$0.08
Landline	\$0.17	\$0.16	\$0.13	\$0.12	\$0.11
Mobile	\$0.25	\$0.24	\$0.21	\$0.20	\$0.19
<b>Phone Answering Plan - Basic Answering</b>					
Monthly Call Credit	\$15	\$75	\$138	\$240	\$500
7x7 - Per Min Rate	\$2.10	\$2.05	\$1.80	\$1.75	\$1.70
24x7 - Per Min Rate	\$2.30	\$2.20	\$2.00	\$1.95	\$1.90

\* Call rates are per minute, charged per second with a minimum duration of 1 second.

## Termination and Maximum Early Termination Fees

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.

### Additional charges you should be aware of:

**Invoice paper bill 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).

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

**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 month's 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. 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:

- 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.
- 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.

## Contact Customer Service

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

**Address:** Level 14, 300 Adelaide St, BRISBANE QLD 4000

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

**Response Times:** During business hours of 8:00 am - 5:00 pm AEDT, you can expect a response within 24 to 48 hours. For outside business hours, 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 to 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).