

## Information About the Service

1800 Number plans provide a convenient single phone number that can be marketed anywhere in Australia as a single contact point. In most cases people calling a 1800 number will not be charged for the call, however this is dependent on the call plan they have with their provider.

1800 Numbers are only numbers routable in Australia and therefore international callers will need to dial another number that is internationally routable.

A minimum term of one month is required for 1800 service. If you wish to cancel your service we require written notice one full calendar month in advance of the termination date.

### What is Included:

- Web based self-management interface to control your service
- Ability to make and receive telephone calls
- Competitive call rates

### What is not Included:

- Number porting fees (apply if you wish to transfer your number from another carrier)
- Dishonour and late payment fees
- International Phone Numbers

## Information About Pricing

### Setup:

There is a once off setup fee for all numbers of \$50.

### Minimum Monthly Fee Schedules:

Plan	Monthly Charge	Total Minimum Charge	Total Channels	Included 1800 Phone Numbers
1800 Entry	\$15	\$65	4	1
1800 Corporate	\$25	\$75	10	1

### Call Charges:

➤ All per minute calls are billed in per second increments

Plan	Call Collection	Aust. Landlines	Aust. Mobiles
1800 Entry	\$0.09 per minute	\$0.10 per call	\$0.18 per minute
1800 Corporate	\$0.09 per minute	\$0.09 per call	\$0.17 per minute

## Other Information

This is a summary only. For full product details, including all fees and charges please visit:  
<http://www.url.net.au/services/1800-numbers>

## Billing Information

This service is billed on the 1<sup>st</sup> of every calendar month where the service fee is billed in advance and calls are charged in arrears.

## Usage Information

You can always keep track of your monthly call spend by visiting <https://billing.url.net.au> and selecting the "Unbilled Calls" link. This will display your current month's call spend. Call spend data is updated hourly.

You can also enable call spend notifications by doing the following steps:

1. Browse to <http://www.url.net.au> select "Client Login" then enter your login detail in the "Billing Portal" section.
2. Once logged in click "My Details"
3. Scroll down and set the "Call Spend Notification \$" to the desired value
4. Click "Save Changes" to apply

## We Are Here to Help

If you have any questions you can contact us via:

- Email: [support@url.net.au](mailto:support@url.net.au)
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

## Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting:  
<http://www.url.net.au/legal/>

## Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: [www.tio.com.au](http://www.tio.com.au)

