

# Critical Information Summary

## 1800

<b>Service Description</b>	This is a cloud-based service that allows inbound calls to 1800 numbers hosted on the CallStream network to be delivered to any PSTN, Mobile or Voice over IP (VoIP) service within Australia. 1800 numbers can either be licensed from CallStream or ported from another service provider.			
<b>Minimum Term(s)</b>	1 month			
<b>Minimum Monthly Charge (incl GST)</b>	<b>Plan Name</b>	<b>Minimum Monthly Charge</b>		
	1800 Pay As You Go	\$ 9.95		
	1800 No Worries	\$ 35.00		
	1800 Professional	\$ 90.00		
<b>Setup Fee (once off charge incl GST)</b>	\$ 55			
<b>Included Features</b>		<b>1800 Pay As You Go</b>	<b>1800 No Worries</b>	<b>1800 Professional</b>
	Talk time credit which can be used to offset inbound and call diversion costs	-	\$70	\$180
	Licensed 1800 number from CallStream	✓	✓	✓
	No concurrent call limitation. Number of calls is limited by capability of your call termination end point.	✓	✓	✓
	Hunt Groups	✓	✓	✓
	Auto Attendant	-	✓	✓
	Call Routing	-	✓	✓
	Voice-to-Email	-	✓	✓
<b>Maximum Early Termination Charges</b>	If you cancel your Service before the end of a billing period, CallStream will not credit you for any unused days remaining in your current billing period.			

### Information about Pricing (All prices include GST)

<b>Other pricing information</b>	<b>Inbound and call diversion rates*</b>		<b>1800 Pay As You Go</b>	<b>1800 No Worries</b>	<b>1800 Professional</b>
	<b>Caller Type</b>	<b>Termination Type</b>			
	Landline	Landline (Local)	8¢ per minute	8¢ per minute	7¢ per minute
	Landline	Landline (National)	20¢ per minute	15¢ per minute	10¢ per minute
	1800	Any type	20¢ per minute	15¢ per minute	10¢ per minute
	Mobile	Landline	20¢ per minute	15¢ per minute	10¢ per minute
	Any type	Mobile	20¢ per minute	15¢ per minute	10¢ per minute
* All calls are charged in one-minute intervals and rounded up to the nearest 1 cent.					
	Changing the answering (termination) point.		\$ 25 per change per answer point	no charge	

### Information about this Service

#### Offer Limitations

- 1800 numbers are licensed and regulated by law. Your right to an 1800 number may cease on cancellation of this Service or where the 1800 number is required by law, a regulatory authority or the licensor of the number to be either returned or cancelled.
  - 1800 numbers hosted by CallStream are not SMS enabled.
- Number porting:**
- You must hold the appropriate authority to port an 1800 number to the CallStream network. You must check what authority you have with your current service provider.

#### Security Controls

- Call barring is available on request.

#### Restrictions

- The cost of calling the 1800 number hosted on the CallStream network is dependent on capabilities of the originating carrier who is sending the call to CallStream.
- This Service allows call diversion to a direct number, an auto attendant, hunt group or a time of day route, but only 1 type of diversion at a time.
- This Service does not support call termination to the following:
  - Australian Premium Rate Numbers (i.e. 190x);
  - Some operator assisted numbers, special service numbers and mobile satellite phone numbers;
  - International destinations

- 1800 numbers cannot be dialled from outside Australia.

### Offer Conditions

- This service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.
- You must provide one month written notice before cancelling this service.

### Others

#### Acceptable Use Policy

- This Service is subject to the Acceptable Use Policy found in the Terms and Conditions:  
<http://callstream.com.au/legal/acceptable-use>

## Billing Information

### Billing Charges

Bills are sent each month to your registered email address free of charge. Paper invoices are optionally available at \$5 per invoice.

### Billing Date

Your bill is generated on the same date each month and is the date your account was created (e.g. 11<sup>th</sup> May, 11<sup>th</sup> June, 11<sup>th</sup> July etc). We will bill you in advance for the Minimum Monthly Charge, usage charges are billed in arrears.

### Service Activation Date

The Service Activation Date is the date that your Service is ready to use.

### First Bill Charges

Your first bill will include:

- Charges for part of the month from when your service was activated until the end of that billing cycle;
- The Minimum Monthly Charge is charged in advance for the next billing cycle; and
- Any additional charges for non-recurrent items used during that billing period.

### Payments

You will continue to be billed for the Service until you contact us to cancel the service. Your Service may be restricted if you fail to pay your bill on time.

### Service Provider

Symbio Networks Pty Ltd is the principal carrier whose network is used to provide this Service. Despite this, its related company, My Net Fone Australia Pty Ltd trading as CallStream is responsible for providing this Service to you.

### Equipment

- To use this Service, you will need a PSTN, Mobile or VoIP service as an answer point to which the 1800 call can be delivered.

## Other Information

### Access to usage information

To access your usage information, please contact the CallStream Customer Service Team.

### Customer Service contact details

My Net Fone Australia Pty Ltd t/a CallStream (ABN: 73 109 671 285)

Business Customer Service: **1300 225 578**

Mon-Fri: **8:30am to 5:30pm AET**

Outside Business hours please submit an online support request or call us for Emergency Support on the above number (fees apply): <http://callstream.com.au/contact>

### How to access our dispute resolution process

If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints process at: <http://callstream.com.au/legal/complaints-handling-policy>

### TIO contact details

If you have exhausted all avenues for resolving your complaint within CallStream you can contact the Telecommunications Industry Ombudsman (TIO) by phone on **1800 062 058**. For full contact details, visit: <http://www.tio.com.au/about-us/contact-us>

### Full Legal Terms and Conditions

This document is a summary only, the full legal terms and conditions are available [here](#).

The above information is based on the standard service offering and is only a summary. On occasion, CallStream, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.