



## CRITICAL INFORMATION SUMMARY

### Inbound 1300

This summary gives you the important information you need to know about your SPROUTTEL Hosted 1300 service. It covers the length of your contract, billing terms, call rates, termination fee's along with additional important information relating to your service.

#### Information About the Service

The SPROUTTEL 1300 inbound numbers provide you a central phone number for all of your advertising needs. Our inbound services provides your customers with low-cost untimed calls Australia wide with the same number used right around the country.

#### Minimum Contract Term

No Lock In Contract

#### Key Information

The Monthly Access charge includes access to Australia-wide routing, State Based routing, Time of Day routing, Call Overflow, Call Splaying, and Call Connection fees. Other calls, optional Value Added Services and any equipment that may be required to operate your service are charged in addition to your Monthly Access Fee.

#### Information About Pricing

##### SPROUTTEL's Business Service Activation Charge

There is a standard activation fee of **\$50.00** for the SPROUTTEL Hosted 1300 service. This fee is payable on your first invoice and is charged per service.

##### SPROUTTEL Portability Fees

Should you wish to bring your number with you from your existing provider, porting fee's will not be applicable. Any associated porting fee has been absorbed into the activation fee as listed above. A resubmission fee of **\$50.00** will be incurred if appropriate information is not provided at time of initial quote.

## Charges

	Fee
Monthly Fee	<b>\$25.00 /MONTH</b>
Setup Fee	<b>\$50</b>
Local Termination	<b>11C PER MIN</b>
Mobile Termination	<b>12.5C PER MIN</b>

## Billing Information

### Credit Card Surcharge

A credit card surcharge of \$1.10 will apply per month for all credit card payments. If you wish to avoid this charge, please select the Direct Debit option.

### Plan Changes

All SPROUTTEL (VoIP) Business Voice Call Service plans are contracted as per the minimum contract term stipulated in this document. No plan changes are allowed during the contract period. If you are an existing SPROUTTEL customer and wants to change over to one of the new plans, please contact [sales@sprouttel.com](mailto:sales@sprouttel.com) or call **1300 1 83520**

### Billing Cycle

On the same day, each month, we'll bill you in advance the minimum monthly charge, as well as for any extra use during the past month. Important information about your first bill Your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period. This means your first bill will include your minimum monthly charge in advance and part of your minimum monthly charge based on the number of days left in the billing period. You'll receive a full month's data allowance.

### Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens

## Additional Information

### SPROUTTEL Customer Contacts

When contacting SPROUTTEL for assistance, there are several options to facilitate your enquiry

### Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact SPROUTTEL's complaint resolution team at [complaints@sprouttel.com](mailto:complaints@sprouttel.com) or call **1800 225 465**

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit [www.tio.com/about-us/contact-us](http://www.tio.com/about-us/contact-us)

### Customer Service Details

Contact our Small Business Sales Team on [sales@sprouttel.com](mailto:sales@sprouttel.com) or call **1300 1 83520**

---

## Portability Fees

Should you wish to bring your number with you from your existing provider, porting fee's will be applicable.

LOCAL NUMBER PORTABILITY SERVICES		FEE
CATEGORY S	SINGLE INBOUND SERVICE PORT FEE	\$ 50.00
NEW NUMBER ACTIVATION	SINGLE INBOUND SERVICE ACTIVATION FEE	\$50.00