



# Inbound 1300/1800

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Critical Information Summary

DEVELOPED BY  
**THE UPLINK TELECOM**  
Level 14, 275 Alfred Street,  
North Sydney, NSW 2060

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[www.theuplink.com.au](http://www.theuplink.com.au)

## Critical Information Summary

This Summary may not reflect any discounts or promotions which may apply from time to time.

		Inbound 1300/1800
<b>Monthly Charge Per Channel</b>		\$29.95
<b>Minimum Cost</b>	<b>24 Months (0% Discount)</b>	\$718.80
	<b>36 Months (5% Discount)</b>	\$1024.29
	<b>48 Months (10% Discount)</b>	\$1293.84
	<b>60 Months (20% Discount)</b>	\$1437.60
<b>From Standard Local Fixed Calls</b>		\$0.08 per minute
<b>From Standard National Fixed Calls</b>		\$0.08 per minute
<b>From Standard Mobile Calls</b>		\$0.10 per minute
<b>New Number One Off Fees</b>		\$50.00
<b>Porting Number One Off Fees</b>		\$40.00
<b>Calls Terminating on Mobiles</b>		\$0.20 per minute
<b>Early Termination Fees</b>		Early termination fees are charged as [(Monthly Charge) X (No of Remaining Months) X (No of Channels)] - 50%. For e.g., If you have signed for 1 Channel Inbound 1300 @ \$29.95 on a 24 Month contract and wish to cancel in 12 <sup>th</sup> month then your ETF will be calculated as (29.95 X 12 X 1)-50% = \$179.52

\*All prices above are inclusive of GST.

## Information about the service

### Inbound 1300/1800

1300 numbers are virtual business numbers that can be called for as low as the cost of a local call. These numbers receiving incoming calls and redirect them to an existing phone line (answer point) such as mobile or landline.

### Smart Numbers

Smart numbers are distinctive phone numbers that are considered the best 13,1300,1800 numbers available. These inbound numbers come in the form of phone words which spell out your business name or service e.g., 1300 UPLINK (1300 875 465), and numbers that come in repeating or sequenced numerical patterns e.g., 1300 20 30 40.

### Your Existing Voice Service

If you have an existing voice service with The Uplink Telecom or another provider, moving to Inbound 1300/1800, you will have to cancel your existing service. To retain the existing phone number, you must fill and sign a Porting Application Form (PAF). You also need to provide details of your existing carrier such as

- Details of all the numbers you wish to transfer to The Uplink Telecom.
- Current or latest bill of the existing provider showing all the phone numbers you wish to transfer.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

### Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

### Other charges

In addition to the monthly charge, you may pay the following connection, equipment, and installation charges:

Inbound Establishment Fees Per Answering Point	One Off Price
Change District Routing	\$75.00
Standard Zone Unit Routing	\$75.00
Exchange Service Area Routing	\$75.00
Post Code Routing	\$75.00
Australia Wide Routing	\$0.00
State Based Routing	\$55.00
MOLI Routing (Mobile Location Identifier)	\$55.00
Time of Day/Day of Week/ Day of Year Routing	\$55.00
Call Splaying	\$55.00

### Need help? We're here for you.

Visit [https://www.theuplink.com.au/contact\\_us.php](https://www.theuplink.com.au/contact_us.php) or call 1300280140 for our support options.

### Complaints

If there's something you're not happy with and you wish to make a complaint, call 1300 280 140. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

**This is a summary only. The full legal terms for this service are available at <https://www.theuplink.com.au/important-doc.php>. It also contains other important documents which you should read.**