

# Critical Information Summary - Toll Free Services 1300, 1800 and Local Virtual Number Services



## Information About the Service

Zintel Communications Pty Ltd (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:

- A Service Number (1300, 1800 or Local Virtual Number). Each number is charged at \$5 per month (prepaid) and non-refundable
- 1 x change of answer point per month (non-cumulative) submitted via the Zintel online customer portal.
- Once off setup fee is charged only on PAYG and Starter call plans at \$20 and \$10 respectively.
- Following Call Management Features are included at no additional cost
  - Call Forwarding
  - My Zintel Portal
  - Voice to Email
  - Call Reporting & Analytics
  - Call Overflow - Sequential

### Exclusions:

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

### Restrictions:

- Each Call Plan can have a maximum of 5 Service Numbers. The call features per Call Plan can be used by all the service numbers as long as the setup for the call features is identical across all service numbers
- Some features such as Voice-to-Email, Call recording or Online Data require an active internet connection and an email account.
- This offer does not depend on a bundling arrangement and you do not need to buy any particular goods or equipment as a mandatory component of this offer.
- 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.
- Existing Zintel Customers can't downgrade their existing plans to a \$0 Plan.

### Minimum term:

- There is no minimum fixed term unless otherwise specified.

## Information About Pricing

### Call Plan Details

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

Charge Type	PAYG	Starter	Basic	Plus	Pro	Premium	Ultimate
Call Plan Fee	\$0	\$10	\$25	\$45	\$60	\$90	\$125
Number Hosting Fee	\$5	\$5	\$5	\$5	\$5	\$5	\$5
Setup Fee (Once Off Cost)	\$20	\$10	\$-	\$-	\$-	\$-	\$-
Included Credits	\$0	\$15	\$35	\$60	\$80	\$110	\$150
Call to Fixed Line*	\$0.30	\$0.12	\$0.11	\$0.10	\$0.10	\$0.09	\$0.08
Call to Mobile*	\$0.55	\$0.35	\$0.28	\$0.25	\$0.23	\$0.21	\$0.19
First Month Minimum Fee	\$25	\$25	\$30	\$50	\$65	\$95	\$130
Minimum Monthly Recurring Fee (After the First Month)	\$5	\$15	\$30	\$50	\$65	\$95	\$130

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

## Termination and Maximum Early Termination Fees

We require 30 calendar days' prior written notice to cancel your service or change provider. You will be responsible for any unpaid minimum fees or usage charges covering the period before the termination date, including minimum fees or usage fees applicable during this 30 day notice period. Further, any prepaid minimum fees will not be refundable.

## Additional charges you should be aware of:

Some of the features available for our services are not included in the Plans described above. Below are the listed pricing for each feature and Call Feature Pack

Pack Name	Silver Pack	Gold Pack	Platinum Pack
Individual Costs	\$5 per month	\$10 per month	\$15 per month
Total Pack Cost	\$10 per month	\$30 per month	\$50 per month
Feature 1	Call Blocking	Greetings and Custom Messages	Key Press to Answer
Feature 2	Business Hours Routing	Call Announce	Inbound Call Recording
Feature 3	State Based Routing	Simple IVR	Outbound Caller Display
Feature 4		Percentage Call Splaying	Inbound Caller Display
Feature 5		Call Overflow - Least Recent	Simultaneous Ring
Feature 6		Time and Day Based Routing	Outbound Call Recording
Feature 7			Complex IVR
Feature 8			Missed Call Alert - Email
Feature 9			Missed Call Alert - SMS
Feature 10			Roster Routing

- Escalated changes will be charged at \$50.
- Request for changes to your service after hours and on public holidays will be charged at \$100.

## Other Information

### Billing

Our billing cycle aligns with the calendar month. Invoices are produced on the first business day of each month and will include your plan fee charged in advance and usage charges in arrears. You will receive an email notification to advise you when your invoice is available to access and download from the Zintel Customer Portal.

### Payment Method

Zintel accepts payment using Direct Debit on Credit Card only. Other payment methods are available by prior arrangement only.

### Where can you obtain information about the usage of your service?

Details on your usage can be accessed via [www.myaccount.zintel.com.au](http://www.myaccount.zintel.com.au)

If you do not have access, or if you have forgotten your log in details for the portal, then please contact our customer service team on 13 38 64.

### Contact Customer Service

Call us within Australia on 1800 ZINTEL (1800 946 835)  
International: +61 2 8035 0700;  
Calling from NZ: 0800 946 835  
Email: [customerservice@zintel.com.au](mailto:customerservice@zintel.com.au)

### Dispute Resolution

If you are not satisfied with your product or service, then please let us know of your issue – you can contact us by the methods detailed above. If you are not satisfied with our response, please use the resources available on the complaints handling process page.

### Contacting the TIO

If 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).