

INBOUND - 13, 1300 & 1800

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

[Service Description, Pricing, Terms, and Conditions](#)

Pricing excludes GST

Effective 01 May 2023

Service Description

Utelecom's Inbound service is a telephony service providing free phone (1800) numbers or local access (13/1300) numbers. Calls can be made to Utelecom's Inbound Services within Australia from a mobile or fixed-line phone and can be terminated at your nominated answering point(s) in Australia or overseas.

Minimum Terms

All Inbound Voice plans are available on a 24 or 36-month contract term.

Information about Pricing

UTelecom offers the below plans for the Inbound service.

All prices are ex GST

Product Name	Plan Value
1300 Monthly Service Charge	\$20.00
1800 Monthly Service Charge	\$20.00
13 Monthly Service Charge	\$20.00
13 Monthly Government Number Charge	\$700.00

Local Calls	5c per min
National Calls	5c per min
Mobile Calls	5c per min
Calls terminating to Mobile	35c per min

Porting Charges

Please note below porting charges: Inbound Number port(1300/1800): \$70.00 Inbound new number allocation(1300/1800): \$70.00

Requirements and Availability

For each Inbound number, you must nominate an answering point to which calls will be routed.

Included Features

Inbound service includes a non-geographic number (13/1300/1800) and unlimited Local Calls and a simple configuration. Acceptable Use Policy applies to included calls.

Optional Features

Complex configuration for Inbound numbers with multiple answering points (2 or more) and any Complex Origin Based Routing feature, such as Selected Call Routing, State based Routing, MOLI Routing, Charge District Routing, Standard Zone Unit Routing, Post Code Routing, and Exchange Based Routing are available at additional cost.

Call Plan Manager, which you can use to manage the operation of your Inbound services is also available at additional cost. Prices will depend on the options you select. The details are available in your application form.

Other Information

UTelecom Customer Service	Complaints Handling	Further Options
<p>For assistance with existing services, please contact us as follows:</p> <p>Support P: 1300 008 835 E: support@utelecom.com.au</p> <p>Please contact us as follows if you are interested in signing up with UTelecom or adding new services:</p> <p>Sales P: 1300 008 835 E: sales@utelecom.com.au</p> <p>In case of billing inquiries, please reach out to us as follows:</p> <p>Billing P: 1300 008 835 E: billing@utelecom.com.au</p>	<p>If you wish to make a complaint, please contact our specialist complaint resolutions team by email at resolutions@utelecom.com.au</p>	<p>If you are not satisfied with our handling of your complaint and you have escalated this within UTelecom, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at www.tio.com.au/about-us/contact-us or by phone on 1800 062 058.</p>

Other Charges

Other charges are available at <https://www.utelecom.com.au>

Your Devices

You may bring your own compatible device, or may purchase from us.

Early Termination Charges

If you cancel the service or number(s) before the end of your contract term, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months]).

First Month Charges

On a customer's first bill, they will be charged a pro-rata amount from the date their service is connected until the 30th of the month and a full month's charge for the following month.

Fair Use Policy

Customers must comply with UTelecom's Fair Use Policy, which prohibits the use of services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the network's integrity. UTelecom may take action if the Fair Use Policy is breached, including suspending or canceling the service or reducing its speed.

Need Support? We're here for you.

Visit <https://www.utelecom.com.au> or call: 1300 008 835 for our support options.

Complaints

If customers wish to make a complaint, they can call UTelecom's complaint line:1300 008 835 or contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit <https://www.tio.com.au/contact-us> if they'd like an independent investigation.

Legal Terms

The full legal terms for the Data Pooling plan are available on UTelecom's website, along with the Commercial Agreement between UTelecom and the customer.