



**INFORMATION ABOUT THE SERVICE**

**SERVICE DESCRIPTION**

This service allows you to offer your customers the convenience of low-cost untimed calls to your business from most phones within Australia. The same number is used right across the country, regardless of the caller's location and you specify where the call is answered. You can transfer your existing Inbound service or activate a new service with NewVo.

**MINIMUM CONTRACT TERM**

24 Months

**MINIMUM TOTAL COST**

\$517

**KEY DETAILS**

Your Monthly Access Fee includes our simple configuration, which includes Australia-wide routing, Time of Day/Day of Week/Day of Year routing, Call Overflow, Call Splaying, and Call Connection fees. All inbound 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, pricing available upon request. All pricing provided is inclusive of GST.

**STANDARD CHARGES**

Inbound Service	Rental Fee	Setup Fee
1800 Service	\$19.50	\$49
1300 Service	\$19.50	\$49

**CALL RATES**

The table below outlines the call rates associated with our inbound services:

1300 Service	CALL RATES
Local Calls	First 20 Mins Free - 8c per min after
National Calls	9c per minute
Calls from Mobiles	14c per minute
Calls Terminating on Mobile	25c per minute
1800 Service	CALL RATES
Local Calls	8c per minute
National Calls	10c per minute
Calls from Mobiles	15c per minute
Calls Terminating on Mobile	25c per minute

*Timed calls are billed in per second increments*

**COMPLEX CALL ROUTING**

Inbound Services with multiple answer points and any complex origin-based routing features will be charged a once off setup fee of \$500. Complex configuration includes:

- Selected Caller Routing
- State Based Routing
- MOLI Routing
- Charge District Routing
- Standard Zone Unit Routing
- Post Code Routing
- Exchange Service Area Routing

**CUSTOMISED VOICE RESPONSE**

CVR is charged in addition to either Simple or Complex Setup at a once off cost of \$600.

**VARIATION CHARGES TO EXISTING SERVICES**

- Simple Variation Charge - \$80 per service
- Complex Variation Charge - \$650 per service
- Emergency Amendment:
- Business Hours – Variation Charge + \$150
- Outside Business Hours – Variation Charge \$300

**EARLY TERMINATION FEE**

If you choose to cancel your service or it is disconnected for any reason within the 24-month contract term you will be charged an early termination fee (ETF) comprised of the minimum monthly charge (rental fee), multiplied by the months remaining in your contract. Inbound Services are subject to NewVo's Fair use policy. you can view our fair use policy here [www.newvo.com.au/customer-terms](http://www.newvo.com.au/customer-terms)

**SMARTNUMBERS®**

If you would like to use a specific telephone number, you need to check its availability at [www.thenumberingsystem.com.au](http://www.thenumberingsystem.com.au). If the number is available and you successfully purchase it, you will need to notify NewVo of the Full telephone number, as well as the EROU number so that we can activate the service for you.

**BILLING**

On the same day each month, we'll bill you in advance the minimum monthly charge and your previous monthly usage via email. you can request a paper bill (at a cost of \$2.95 per month) and see bill payment options on our website.



## INFORMATION ABOUT THE SERVICE

### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your business Inbound service on the date you ask for, however this might not always be possible. All new service requests take between 2 and 5 business days to complete. If you are porting your service from an existing carrier, the timeframe is between five and twenty business days.

### IMPORTANT INFORMATION

Any overrides to internal systems and handsets will affect the operations of features included. It is the end users' responsibility to ensure the internal handsets and hardware is compatible with the features NewVo offers. Internal overrides and configurations may conflict with any setups on a network level and further discussion is required with customer service before assuming the features can be activated in conjunction with your internal setups i.e. phone systems, call centre overflows, mobile diversions etc.

### NEED HELP?

If you have any questions regarding your plan or service, please contact us via email at [Support@newvo.com.au](mailto:Support@newvo.com.au) or call 1300 993 214 during business hours.

### COMPLAINTS

On our website, [www.newvo.com.au](http://www.newvo.com.au) you'll find details about who to contact if you have a complaint. If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us).

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