

Information about the service

AINS's Business Inbound Number is a network based (hosted) call collection service that allows callers to dial a single 1300 or 1800 telephone number and have those calls delivered to a single answering point within the AINS SIP Voice network.

Calls to a hosted 1300 number will be charged at a local call rate to the caller.

Calls to hosted 1800 number will be free of charge to the caller.

To ensure quality of service, it is preferred that the Internet Service be supplied by AINS. The Internet service may be supplied by another provider, but AINS cannot be responsible for the quality of service, or guarantee that it will work at all, as the Service will be completely dependent on the other provider's internet service quality and network configurations.

Important service features and limitations:

- Each customer may have more than 1 inbound number
- New inbound numbers can be activated by AINS, or alternatively, you may wish to port in an existing number from another telephony provider.
- Inbound numbers cannot be dialled from outside of Australia.
- Inbound numbers are not SMS enabled.
- Up to two answer points can be configured, in order of preference.

Requirements and Availability

This Service is only available for business customers with an ABN, ACN or ARBN and must be used predominately for business purposes.

To use this Service you must have an appropriate access service (such as an existing local number answering point or mobile number) as an answer point to which the 1300 or 1800 collected call can be delivered.

You must specify to us one or two answer points for delivery of the collected calls. Once set up, the service will be limited to routing calls to the nominated answer points.

Collected calls routed to an off-net answering point hosted by another provider, will incur be charged at the standard rates shown below.

Price and GST

All prices in the Critical Information Summary is inclusive of 10% Government Service Tax.

Fees and Charges

Minimum Term and Activation Fee

Minimum contract terms available are 0, 12 and 24 months. The following Activation Fees apply depending on the contract term selected when signing up to a SIP Business Line.

Charge Type	0 months minimum commitment	12 months minimum commitment	24 months minimum commitment
Activation Fee	\$75.00	\$38.50	NIL
Term Discount	NIL	\$5.00 off per month	\$10.00 off per month

Activation Fee is separate to porting fees (if any).

Inbound Number Plans

Call Type	1300 Basic	1300 Standard	1800 Corporate
Monthly Service Fee	\$22.00	\$33.00	\$38.50
Calls from Australian Fixed Line	\$0.110 per minute	\$0.055 per minute	\$0.110 per minute
Australian Mobile Telephone	\$0.132 per minute	\$0.099 per minute	\$0.132 per minute

Redirected Off-Net Call Charges

Call Type	Cost
Local or National Answer Point	16.5c per minute
Australian Mobile Telephone	33c per minute

Other Fees and Charges

- Porting Fee of \$55 per number
- Failed Porting Fee of \$275.00 per number (or number range)
- Change to Answering Point \$49.50

Termination Fee

Early Termination Fee applies if the service is cancelled within the minimum term.

The Early Termination Fee payable is the difference between \$75 and what you have initially paid.

If you received a discount for your Business Inbound Number, the Early Termination Fee shall include reimbursement from you for all the discounts provided by AINS during the active service period.

The minimum notice for cancellation is 14 days and cancellation must be provided in writing by email to finance@ains.net.au

Payment

Your Business Inbound Number Service Fees (if any) will be billed in the same monthly invoice containing your other AINS services.

Other Information

Customer Service contact details

AINS customer service for support & billing can be contacted on 1300 887 877 or by email to servicedesk@ains.net.au.

Telecommunications Industry Ombudsman

If you are unhappy or dissatisfied with the outcome of your complaint after following above process, you may contact TIO by calling 1800 062 058 or visiting their website www.tio.com.au/making-a-complaint