

## 1800 Starter Plus plan

### Information about this service

#### Description

This is a \$0 call rate service with a single monthly fee of \$70 +gst, and a one-time setup fee of \$20 +gst. There are no charges to divert calls, receive calls, change configuration, or add features.

There are no contracts and no early termination charges with this service.

- Minimum monthly charge payable: \$70 + gst
- Maximum monthly charge payable: \$70 + gst
- Minimum term applicable: 1 month
- Maximum charge for early termination: \$0

### Description about this service

A 1800 number on this plan is a pre-paid inbound telephone service. 1800 numbers receive national calls and redirect them to existing phone lines, including fixed line, mobile and SIP services.

There are no contracts and no early termination charges with this service.

#### Qualifications

An existing phone service is required to receive calls redirected via this service. Calls made to this service can be diverted to Australian fixed line or mobile services i.e. any services with the prefix 02, 03, 04, 07, or 08.

#### Eligibility

Comuniqa services are available to Australian business customers only. To be eligible for this plan you or your business must provide us with a registered ABN, ARBN or ACN.

1800 Starter Plus plans are only available for new service activations; exceptions to this rule are made on a case-by-case basis at our sole discretion.

#### Billing & payment

Your account is charged on the 1<sup>st</sup> of each month.

Payment for this service is strictly by Direct Debit bank or credit card payment automatically processed by our secure payment gateway ([Stripe](#)).

#### Pre-paid service

This service is to be pre-paid in advance on a monthly basis. This includes the plan cost, value added extras and add-ons, equipment purchases and number porting.

#### Cancellation, upgrades and downgrades

You may change plans at any time. Service changes will be applied at the time of request. Changes to billing will be applied to your next invoice.

This service is supplied on a month-by-month pre-paid basis, so no early termination or cancellation fees apply. You may cancel your account in your online portal or by emailing us. Cancellation will be effective at the end of the current month.

#### Restrictions to the service

Calls to this service cannot be forwarded to emergency services (000), premium rate services, international numbers or destinations, or other 1300/1800/13 services.

### Pricing & service inclusions

#### Plan pricing

The 1800 Starter Plus plan costs \$70 per month plus GST.

There is a one-time setup charge of \$20 plus GST that is added to your first bill.

#### \$0 call rates

You will not be charged to receive any calls on this service, and there is no limit to the number or length of calls received.

#### Included features

The 1800 Starter Plus plan includes the following features:

- Diversion to fixed line and mobile services
- Time-based scheduling
- Start of call announcement
- Whisper announcement

- Voicemail to email
- Missed call email alert
- Divert to multiple phone numbers
- IVR (interactive voice prompt menu)
- Call recording

## Included phone number

This service includes the connection of a single phone number.

The phone number may be:

- Supplied by us, from our list of available numbers (no additional cost).
- A number that you are currently using with another provider that you wish to “port in” (no additional cost).
- A number that has been purchased as a Smart Number via [thenumberingsystem.com.au](http://thenumberingsystem.com.au) (at your cost).

## Capacity

The service will be able to support the following:

- 2 concurrent calls at any time
- Calls diverted to a maximum 3 phone services at any time

## Other information

### Enquiries, technical support, and complaints

#### Communiqa contact details

**Phone** 1300 122 166  
**Email** [admin@communiqa.com.au](mailto:admin@communiqa.com.au)  
**Live chat** <https://communiqa.com.au>

Please find our Complaint Handling Policy at

<https://communiqa.com.au/policies>

### Managing your service, including usage information

Log in to the [Communiqa customer portal](#) at any time to view your services, track your usage, and access your bills.

### International & roaming

1300 & 1800 numbers may be compatible to receive calls from international telephone networks, but there is no guarantee of a successful connection.

Calls redirected to an Australian mobile service that is roaming outside of Australia may attract additional charges from your mobile provider.

## Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

#### TIO contact details

**Phone** 1800 062 058  
**Fax** 1800 630 614  
**Online** <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact Communiqa for further information or [visit our website](#) for full terms and conditions.

This summary valid as of October 2020.