

### INFORMATION ABOUT THE SERVICE

#### Service Description

One Number Service is a virtual phone number for voice and fax communication allowing you to receive voice and fax calls anywhere, anytime. The service includes multi-function inbound call handling features and unified messaging that delivers fax and voice messages to your email inbox.

The call handling includes Follow-me call diversion, Immediate Divert call diversion, and Voicemail call answering.

The virtual phone number is a 10 digit geographic number starting with 02, 03, 07 or 08. The One Number Service provides 50 different phone districts within Australia to select a number from.

An online account is provided with the service which allows you to change settings and review usage in real-time.

#### Bundling & Hardware

These services are 'standalone' and do not depend on a bundling arrangement with other telecommunication services or hardware provided by Icommo.

#### Other key details

The service is delivered via switched network does rely on a broadband connection to function.

The service does not provide capability to make outbound phone calls and is not a replacement for standard phone service.

The phone number included the plan is an out-of-area geographical number and in some circumstances the number may not be able to be ported-out to a gaining service provider because the service provider is unable to host an out-of-area geographical number.

#### Minimum Term

A Trading Account (post-paid) has a minimum term of three months from the commencement date and then on a month-to-month basis. To cancel the service Icommo requires 30 days notice.

An Online Account (pre-paid) has a minimum prepayment of \$30.00 and you cancel at anytime.

### INFORMATION ABOUT PRICING

#### All pricing excludes GST

Plan	PAYG	Biz 200	Biz 500
Once Off Set Up Fee	\$ 0.00	\$0. 00	\$0. 00
Monthly Charge	\$6.50	\$24.95	\$49.95
Monthly Allowance	20 minutes	200 minutes	500 minutes
Additional voice/fax messages	\$0.20 per minute	\$0.15 per minute	\$0.10 per minute
Additional call diversion to fixed line	\$0.12 per minute	\$0.10 per minute	\$0.09 per minute
Additional call diversion to mobile	\$0.24 per minute	\$0.19 per minute	\$0.17 per minute

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### Other Pricing Terms

- All voice and fax messages are billable in 1 second increments
- A SMS message is billable every 160 characters
- Upgrade or downgrade plans at anytime. The change in plan will come into effect the proceeding month of when the plan was changed.

### Maximum Monthly Charge Payable

The maximum monthly charge payable is the monthly charge of the plan plus any excess usage exceeding the plan allowance and any SMS messages.

### Early Termination Charges

Where a minimum-term has been applied, cancelling of the service will incur a cancellation charge of the monthly charges that would have been paid between the date of cancellation and the end of the minimum term period

Where prepayment has been made, any prepaid 'top up' charges will not be refunded on the cancellation of the service.

## OTHER INFORMATION

### Billing, Invoicing, and Payment

Monthly plan charge and set up fees are billed in advance with usage charges billed in arrears.

Itemised invoices are sent by email to your nominated email account. Included with the invoice is an itemisation of all charges.

Payment is by credit card or direct debit from your bank account. If there are subsequent changes to your credit card or bank account, it is your responsibility to advise us of those changes.

### Prepayment

Prepayment accounts are charged with a service charge and/or a prepayment 'top up' to your account. The minimum prepayment 'top up' charge is \$30.00 (plus GST). It will be automatically deducted from your credit card when your account balance falls to \$0.00.

### Usage

You can monitor your One Number Service usage by logging into your account online at [www.icommo.com/login](http://www.icommo.com/login)

### Contacting Us

General Enquires - Telephone: 1800 701 502      Email: [enquires@icommo.com](mailto:enquires@icommo.com)

Customer Care - Telephone: 1800 683 085      Email: [customercare@icommo.com](mailto:customercare@icommo.com)

### Telecommunications Industry Ombudsman

<http://www.tio.com.au/about-us/contact-us>

Phone: 1800 062 058

**This is only summary and our complete Terms and Conditions of Sale can be viewed at <http://www.icommo.com/terms>.**