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## INFORMATION ABOUT THE SERVICE

### Service Description

Voicemail Anywhere is a virtual voicemail service delivering voice messages to your email address as an audio file with the option to receive SMS notifications. The service provides includes a virtual phone number that allows access to messages via phone and to record and change personalised call greetings.

The virtual phone number is a 10 digit geographic number starting with 02, 03, 07 or 08. The Voicemail Anywhere 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

To work with existing phone, the existing phone lines will need the capability to call forward (divert) to another phone number.

Voicemail Anywhere service can also receive faxes and delivering the fax messages to your email address.

### 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	\$5.75	\$9.00	\$18.00
Monthly Allowance	20 minutes	200 minutes	500 minutes
Excess Usage Charges	\$0.20 per minute	\$0.15 per minute	\$0.12 per minute
SMS notifications (optional)	\$0.20 per message	\$0.20 per message	\$0.20 per message

### 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.

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### 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 Voicemail Anywhere 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>**