

Critical Information Summary

Cadiz³ Inbound 1300-1800-13 Numbers



Service Description

Cadiz³'s 1300-1800-13 Numbers provide a memorable, single nationally available virtual phone number for receiving inbound calls. 1300-1800-13 Numbers provide the ability to route calls to different destinations based on the caller's location and can be routed to either a single destination or multiple Australian local, national or mobile numbers.

Features of Cadiz³'s 1300-1800-13 Numbers include:

- Multiple Answer Points
- Time-of-Day Call Routing
- Local, National and Mobile Termination
- National, State, or Exchange Base Call Routing
- Mobile Location Information (MOLI) Call Routing

1300 Numbers

The call cost of a 1300 number is shared between the caller and the callee receiving the call. The caller will typically pay a single untimed call charge or local call rate from a fixed line.

1800 Numbers

1800 are toll-free numbers with no call charges for the caller. The 1800 Number owner is responsible for call charges.

13 Numbers

The call cost of a 13 number is shared between the caller and the callee receiving the call. The caller will typically pay a single untimed call charge or local call rate from a fixed line.

13 Numbers attract a monthly fee from the Australian Communications and Media Authority (ACMA).

Smartnumbers®

Smartnumbers® are either phonewords that spell out a name or word using the telephone keypad, for example, 1300 FLOWER (1300 356 937), or a pattern of numbers (1300 123 123).

Smartnumbers® are available and can be purchased directly through the ACMA's website at <https://www.thenumberingsystem.com.au>.

Once a number is acquired, Cadiz³ will provide call termination.

Minimum Term

Services are available on 1-month minimum contract terms. See Minimum Total Cost applicable to each plan in the plans and charges table.

Cancellation / Early Termination Charges

Terminating 1300-1800-13 Numbers within the first month will require that the remaining balance of any charges incurred to be paid to Cadiz³.

Manage Your Account and Plan

You can manage your account, view your services, change your plan, pay your bill or log a support ticket using Cadiz³'s customer service portal <https://ember.cadiz3.com.au>.

Billing

Services are billed in advance and are non-refundable. Your first Invoice will include a pro-rata rental amount for the partial month of when the service activated until the end of that billing cycle, and the following month's rental amount. Any applicable call charges are billed in arrears. You will receive your monthly Invoice on or around the 20th of each calendar month.

Failing to pay your Invoice by the due date may result in your service being restricted.

Acceptable Use

The service is subject to our Acceptable Use Policy at <https://www.cadiz3.com.au/policy>.

The service must not be used in a way that is unreasonable, in a fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. If you breach the Acceptable Use Policy, we reserve the right to restrict, suspend or terminate your service without notice.

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1300-1800-13 Numbers – Plans and Charges

| Item | Inbound 1300 | Inbound 1800 | 13 Number Hosting |
|---|--------------|--------------|-------------------|
| Monthly Number Hosting Fee | \$20.00 | \$20.00 | \$20.00 |
| Once-off Activation Fee (only on Minimum 1-Month Term) | \$50.00 | \$50.00 | \$50.00 |
| Minimum Term | 1-Month | 1-Month | 1-Month |
| ACMA once-off Registration Fee and minimum Allocation Charge | \$279.09 | \$279.09 | \$415.45 |

All prices listed exclude GST

1300-1800-13 Numbers – Call Rates

| Call Termination | Per Minute Rate | Minimum Call Charge |
|------------------|-----------------|---------------------|
| 1300 to Landline | 0.08c/minute | \$0.05 |
| 1800 to Landline | 0.08c/minute | \$0.05 |
| 13 to Landline | 0.08c/minute | \$0.05 |
| 1300 to Mobile | 0.30c/minute | \$0.05 |
| 1800 to Mobile | 0.36c/minute | \$0.05 |
| 13 to Mobile | 0.36c/minute | \$0.05 |

All prices listed exclude GST

Customer Service

We are committed to providing exceptional customer service and we are here to assist you. If you have any questions or comments, please contact us via the portal, by calling 1300 933 217, or by emailing customerservice@cadiz3.com.au.

Whether you need help with a product or service, or have any other questions, we encourage you to first contact us on 1300 933 217 so we can try to work towards a resolution.

Complaints

Our team is dedicated to helping you find solutions and addressing any issues you may have.

If you are not satisfied with the outcome, you may wish to contact the Telecommunications Industry Ombudsman on 1800 062 058 or www.tio.com.au/making-a-complaint.

This CIS is a summary only. Please visit our website <https://www.cadiz3.com.au> for full Terms and Conditions