



# Inbound + Recording \$27.50

## 1300 & 1800 number

The important details you need to know about your IV Inbound & Recording \$27.50 plan are included in this summary. It covers things like the length of your contract and how much you need to pay each month.

### Information About The Service

Your plan is for a 1300 or 1800 number Inbound service. It gives you the ability to receive calls via your chosen number, access our call management features, telephone call recording and online web application.

### Availability

You can choose this plan if you have a billing account with Intelligent Voice, are an Australian business and have an active ACN/ABN.

### Minimum Term

**12** months

### What's Included

The Minimum Monthly Charge includes the following:

- Inbound number activation and monthly connection
- Call recording can be activated for calls received via the Inbound number
- Access to the IV online Web Application for recording playback and management
- 1 Inbound number voicemail box
- Simple Time, Day and Date Routing or State Base Postcode prompter
- Call whisper, which plays a notification sound to the receiver of the call when answered
- Call overflow, allowing calls to be re-directed if original number is unanswered or busy.
- 1 User access to Online Web Application
- 2,500 minutes of recorded calls stored

### What's Not

Any complex Call Flow configurations requiring multiple levels, large IVRs, combinations of features and anything not included in standard features are excluded from the standard plan.

### Information About Pricing

#### Minimum Monthly Charge

**\$27.50**

#### Total Minimum Plan Cost

The total minimum amount that you'll need to pay over the minimum term is \$330 on a 12-month plan. You'll need to pay for any usage that exceeds or is excluded from your monthly call or data allowances.

### Option - Complex Charges

Monthly Complex Charge: \$55 above the standard plan charge  
 Activation Charge for Complex: \$110 once off  
 Total Minimum Plan Costs over 12 months is \$1,100, including minimum monthly charge, monthly complex charge and complex activation charge.

### Call Rates in Australia

These are the call rates on your plan:

Calls FROM	Calls TO	CHARGE
Any Landline or Mobile within Australia	Landline in Australia	11¢ per minute (If your call flow only directs calls to a Landline, a 2 minute call would cost 22¢)
	Mobile in Australia	22¢ per minute (If your call flow only directs calls to a Mobile, a 2 minute call would cost 44¢)

Calls are charged in per second increments. International rates are available by emailing [info@intelligentvoice.com.au](mailto:info@intelligentvoice.com.au).

## User and Storage Charges

Additional Users for the Online Web Application are charged at \$6 per month and can be activated within the Web Application.

2,500 minutes of recorded calls stored is included with additional minutes being charged at \$0.0025 per minute, per month (An additional 1,000 minutes would cost \$2.50 per month).

## Early Termination Charges

If you cancel your plan early before the end of your minimum term, you will need to pay IV an Early Termination Charge (ETC). The ETC is \$55 for the entirety of the agreement period.

## Other Information

### Billing

On the same day of each month, you'll be billed in advance for the minimum monthly charge, plus calls received during the month.

When you first start a plan or change your plan part way through a billing period, here is what your first bill will include:

**Minimum Monthly Charge:** a full minimum monthly charge in advance and the portion of the minimum monthly charge for part of the month from when you took up your plan until the billing cycle.

**Calls:** Unbilled calls you have received up to the billing cycle.

## Help if Needed

If you have questions about your bill, technical support service or connection, please call us on 1300 RING IV.

## Complaints of disputes

If you need to make a complaint you can:

- Call 1300 RING IV and request to make a complaint
- Visit [support@intelligentvoice.com.au](mailto:support@intelligentvoice.com.au)

## Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us).

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