

# INBOUND SERVICES

## Critical Information Summary



## Business Grade Inbound Services

### Information About The Service

Aatrox Communication's provides 1300/1800 numbers, which are virtual business numbers. These numbers receive incoming calls and redirect them to an existing phone line ("answering point") such as a mobile or landline.

### Information About Pricing (INBOUND SERVICES)

#### Setup Fees

There is a one off setup fee of \$35 per 1300/1800 number. *(All Prices exclude GST)*

#### Minimum Monthly Charge

1300 Number:	\$20
1800 Number:	\$20

#### Contract Term

The minimum contract term is **1 month**. You can cancel this service at any time by emailing [accounts@aatroxcommunications.com.au](mailto:accounts@aatroxcommunications.com.au)

Aatrox Communicaton's SIP Trunking plans are month to month services, no termination charges apply.

### RRP Inbound Call Charges (INBOUND SERVICES)

#### 1300 Numbers

1300 Local	\$0.07 per minute
1300 National	\$0.11 per minute
1300 Mobile	\$0.16 per minute

#### 1800 Numbers

1800 Local	\$0.11 per minute
1800 National	\$0.12 per minute
1800 Mobile	\$0.18 per minute

*All pricing excludes GST.*

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### Billing Information:

Monthly service charges will be billed two months in advance. Call usage for your inbound service will be billed a month in arrears.

Your current account balance, invoices, un-billed call usage for the month so far is available at

<https://billing.aatroxcommunications.com.au>.

### Sales/Support Contact Details

For Aatrox Communications Sales/Support please use one of the following contact methods:

For Sales call:	0383972990	email: <a href="mailto:sales@aatroxcommunications.com.au">sales@aatroxcommunications.com.au</a>
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For Support call:	0383972990	email: <a href="mailto:support@aatroxcommunications.com.au">support@aatroxcommunications.com.au</a>
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Business Hours: 9:00am to 6:00pm AEST Monday to Friday. *After hours support available.*

<https://aatroxcommunications.com.au/contact-us/>

### Complaint Escalation Process

Aatrox Communications have a support and management team who strive to give the best customer service possible. If you have exhausted all avenues for resolving your complaint within Aatrox Communications and if you are still not satisfied with the solutions suggested you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.

For full contact details visit: <https://www.tio.com.au/about-us/contact-us>

### Other information:

Aatrox Communications may be used to call the emergency number 000. VoIP should not be regarded as a reliable service in an emergency. VoIP Services are not recommended if your business requires an uninterrupted phone line due to disability, serious illness or other life-threatening condition.