

Divert to Mobile

Critical Information Summary

Information About The Service

The service:

Divert to mobile is a call diversion service. You can obtain a number from us or port a number into our system.

Bundling:

We do not have any bundling offers.

Mandatory components:

You need to have a mobile phone to receive calls from our system however we do not provide mobile telephones or mobile services.

Minimum term:

The service can be cancelled at any time, however part months are not refundable. Months are calculated from midnight the first day of each calendar month to midnight on the last day of each calendar month.

Important conditions:

None

Information About Pricing

Minimum monthly charge:

Standard service	
Monthly service charge includes landline phone number	\$10
Cost of calls diverted to your mobile	15c per min

1300 service	
1300 service charge	\$15
Monthly service charge includes landline phone number	\$10
Cost of calls diverted to your mobile	15c per min
Incoming calls rate	5c per min

1800 service	
1300 service charge	\$25
Monthly service charge includes landline phone number	\$10
Cost of calls diverted to your mobile	15c per min
Incoming calls rate	8c per min

Maximum monthly charge:

The maximum monthly charge depends on the number of calls you receive through the service.

Early termination charges:

You can cancel your service at any time with no penalties. You are only liable for the outstanding calls or service which has not yet been charged.

Unit Pricing Information:

Monthly service cost includes landline phone number	\$10 per month
Cost of calls diverted to your mobile	15c per min
1300 number	\$25 per month
Inbound cost if through the 1300 number	5c per min
1800 number	\$25 per month
Inbound cost if through the 1800 number	8c per min

Other Information

Usage information:

Each incoming call creates a call report including the duration of the call, you can monitor your usage through the call reports or by calling 02 91917300 or emailing sales@diverttomobile.com.au

Enquires, feedback and complaints:

We are committed to providing you with excellent service. If you have enquiries, feedback or complaints please contact us by calling 02 91917300 or by sending an email to sales@diverttomobile.com.au

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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