



# Loadednet

## Critical Information Summary:

### 1300/1800 Numbers

Loadednet Pty Ltd

ABN: 31 114 561 876

[www.loadednet.com.au](http://www.loadednet.com.au)

#### INFORMATION ABOUT THE SERVICE:

- Your Loadednet 1300/1800 Inbound service allows you to offer your customers the convenience of low cost untimed calls from most fixed phones in Australia. The same number is used right across the country regardless of the caller's location and you specify where the call is answered.
- This product is not required to be bundled with any other Loadednet product

#### IMPORTANT CONDITIONS OF THE OFFER:

- Relevant installation fee will be on your first invoice
- All access fees are billed one month in advance – your first invoice will be pro-rated to include service commencement date and service access fees up to one month in advance of the current month of billing.
- All invoices will be emailed unless you request them to be sent by mail (\$2.20 postage fee applies)
- 30 days written notice (email, fax or letter) is required from you for disconnection
- A \$15.00 (incl GST) late payment fee may apply if an invoice is not paid by the due date
- A 1.5% (incl GST) credit card surcharge applies for all credit card payments
- Call out fees may apply for customer faults where the fault is deemed to be customers own
- Customer can make payment by BPAY (details are on individual invoices), Direct Debit (form can be provided), Cheque, Cash or over the phone.

#### THE TOTAL (MINIMUM) COST OVER THE MINIMUM PLAN TERM IS:

- No minimum plan term, but total minimum cost would be relevant connection fee (if applicable) and 30 days access fees (if no written notice of cancellation provided)

#### OTHER INFORMATION:

- Contact details:  
Our website is [www.loadednet.com.au](http://www.loadednet.com.au)  
For Sales, Support, or Accounts please visit our website or call 1300 851 154

#### THE MINIMUM TERM:

- is not applicable – we have no minimum term

#### THE OFFER INCLUDES:

- 1300/1800 Inbound call service
- Install per 1300 Number \$220.00 and install per 1800 Number \$200.00
- Install per answer point \$35.00

#### THE OFFER EXCLUDES:

- Telephone line that inbound calls are directed to.

#### INFORMATION ABOUT PRICING:

- Monthly price: \$35.00 per answer point
- Standard Charges:  
Local Calls - \$0.08 per minute  
National Calls - \$0.12 per minute  
Mobile Calls - \$0.15 per minute

#### THE MAXIMUM MONTHLY CHARGE IS:

- Monthly plan fee plus \$15.00 late fee (if applicable) plus 1.5% credit card surcharge (if applicable) plus applicable call charges

#### THERE IS NO MAXIMUM EARLY TERMINATION CHARGE

#### OUR SERVICE COMMITMENT:

- We will provide 30 days written notice for any pricing changes or if we cancel a service
- While we always endeavour to do our best to solve every fault, be aware that we do rely on third party service providers (e.g. Telstra, Optus)
- If you are dissatisfied with the service you have received and wish to lodge a complaint please email [accounts@loadednet.com.au](mailto:accounts@loadednet.com.au) or call us on 1300 851 154
- Our Acceptable Use Policy, Complaint Handling Process, Financial Hardship Policy and other important documents are available on [our website](http://our website)

The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. Contact

[www.tio.com.au](http://www.tio.com.au)

Phone: 1800 062 058 (Monday to Friday 9am to 5:30pm)

Fax: 1800 630 614

Postal: PO Box 276, Collins Street West, VIC 8007