

Supplementary Terms and Conditions for 1300 and 1800 Services

Mytel's Standard form of Agreement (SFOA) describes the general terms and conditions under which Mytel offer you, the customer, goods and services. The definitions supplied in the SFOA apply to this document.

The Mytel 1300 and 1800 Service is offered to you in accordance with the SFOA and the supplementary terms and conditions as stated in this document. Your request of the Mytel 1300 and 1800 Service constitutes acceptance of both the SFOA and supplementary terms and conditions in this document and other supplementary terms and conditions where applicable.

The following Terms and Conditions form an Addendum to the SFOA and are specific to the 1300 and 1800 Service.

1. Your 1300/1800 service is not regarded as your included Direct In-Dial number (DID) and may incur a monthly fee.
2. You will incur charges for every inbound call that you receive on this number. These charges are billed per minute, and are charged in addition to your monthly access fees.
3. Inbound call charges are payable in addition to other call charges that may apply, such as charges incurred for calls forwarded to a mobile phone or landline number.
4. A 1300 / 1800 service is only available to Australian callers from landlines or mobile phones (calls originating from outside Australia may be unable to access the service);
5. Concurrent calls to your 1300 / 1800 number are limited to the number of incoming channels applicable to your Mytel account type;
6. Billing for calls is calculated in increments of one minute unless stated otherwise;
7. Mytel does not accept liability for loss of any type due to service interruption;
8. Mytel's technical support team is available during Australian Eastern Standard business hours to address your support issues. Extended hours support may be available to you if you have subscribed to a Premium Support Contract;
9. All inbound calls are charged at the rates specified on the Mytel website. These charges are applicable in all circumstances where an inbound call is made to your service (including where the call is sent to your voicemail service). Mytel reserve the right to amend these charges as and when necessary without prior notification to the customer;
10. All charges stated include GST. Please refer to the Mytel website for a listing of current charges;
11. Please be aware that as call charges occur as a result of receiving a call you may not be able to fully control your 1300 / 1800 charges. We recommend that you contact Mytel should you wish to temporarily or permanently suspend services to avoid incurring further liability;
12. Non-payment and late payment of charges associated with 1300 and 1800 services may result in late payment penalties and/or suspension of the service. For full terms and conditions relating to Mytel's services, please refer to the Mytel SFOA, which can be found at www.mytel.net.au/terms.php;
13. 1300 and 1800 services are able to be ported to / from Mytel to / from another service provider. To port an existing 1300/1800 service to Mytel please complete the form titled "Customer Authority to Port 1300/1800 Number to Mytel". As at October 2008 Mytel did not charge a Port Out fee for requests to port out a 1300 / 1800 service to another service provider. Mytel reserve the right to amend these charges as and when necessary;
14. Your 1300 or 1800 service will to be delivered to the address specified within your account or within the application form. Please ensure that the details provided are correct and accurate;
15. 1300 and 1800 services are for receiving inbound calls only;
16. You cannot present your 1300 / 1800 number on your outbound calls;
17. Businesses with more than one office location should note that state based routing (geographic routing) and time of day routing of 1300 and 1800 services is not supported by with the Mytel 1300 / 1800 service. These

features and an IVR service may be available to you under your chosen calling plan. Please contact Mytel's sales team should you wish to discuss these features;

18. All 1300 and 1800 services provided by Mytel are provided as a nationwide service only – the product cannot be configured to restrict access from Mobile phones or block certain caller zones.
19. Only one "free" 1300 / 1800 service is available per Hosted PBX plan. "Free" means no monthly access fee charges. Inbound per minute call charges still apply.
20. Mytel may change these Terms and Conditions from time to time. Notices will be considered given and effective on the date posted at www.mytel.net.au. The revised Terms and Conditions posted supersede all previously agreed to electronic and written Terms and Conditions.