

## Supplementary Terms and Conditions for Direct In-Dial (DID) 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 Direct In-Dial (DID) 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 DID 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 Mytel DID Service.

1. You will receive an inclusive Direct Inwards Dial (DID) number with each VoIP Service Plan (unless stated otherwise). Additional in-dial numbers are available at an additional monthly fee. Details of fees and charge appear within Mytel's website at [www.mytel.net.au](http://www.mytel.net.au).
2. You may obtain a randomly selected DID or choose your DID from a list provided by Mytel's sales team. If you choose to select a DID, including but not limited to Hot Indial Numbers and / or custom number ranges, an additional once off allocation fee of \$10 per number applies.
3. All monthly recurring DID charges are applied in arrears. Upon cancellation of a DID, the monthly recurring charge will be applied at the date of cancellation.
4. Local number Portability is supported in most instances however some number ranges are locked to certain upstream carriers and cannot be ported from Mytel to another carrier. Customer's number portability requirements therefore must be disclosed to Mytel prior to allocation of DIDs or DID ranges.
5. If your Mytel DID is not able to be ported from Mytel to another provider for any reason, Mytel is not liable for any associated costs or loss of business that may be incurred by You.
6. Additional terms and conditions apply to numbers Ported into Mytel's network. Please refer to Supplementary Terms and Conditions for Porting for additional terms that apply to your Ported In-Dial Numbers.