

Inbound 13, 1300 & 1800

Information about the Service

Service Description

PIPE Networks Inbound Service is a telephony service providing free phone (1800) numbers or local access (13/1300) numbers. Calls can be made to PIPE Networks Inbound Services within Australia from a mobile or fixed line phone and can be terminated at your nominated answering point(s) in Australia or overseas.

Minimum Service Term

The Inbound Pay As You Go plan is available on a 12, 24 or 36 month contract term. The 1300 Inbound - Local included Value and 1300 Inbound – Included Value plans are available on a 24 or 36 month contract term.

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Charges (ETCs) will apply. ETCs are calculated as the monthly charges multiplied by the number of months, or part thereof, between the date of termination and the end of the Initial Period.

Information about the Pricing

Monthly and Once-Off Charges

PIPE Networks offers Pay As You Go as well as 1300 Included Value Inbound plans, each with a standard monthly charge.

Plan	Once-off Charges		Monthly Service Charge	Total Minimum Charge		
	Service Connection Charges	Simple Configuration Charges		12 month contract	24 month contract	36 month contract
Pay As You Go	\$0	\$0	\$16.50	\$198*	\$396*	\$594*
1300 Inbound - Local Included Value	\$0	\$0	\$22	N/A	\$528*	\$792*
1300 Inbound - Included Value	\$0	\$0	\$55	N/A	\$1,320*	\$1,980*

*Charges is based on Simple Configuration only: Inbound number with a single or multiple answering points and any basic routing feature including:

- Australia Wide Routing;
- Australia Wide Routing Mobile (non-location based);
- Call Splaying;
- Call Overview;
- Time of Day, Day of Week, Day of Year.

Call Charges

Pay As You Go Plan

Pay As You Go Service Number	Local Calls	National Calls	Mobile to Fixed Calls	Mobile to Mobile Calls	Fixed to Mobile Calls	Calls terminating in Australia from International**	Calls terminating in International Destinations***
1800	4.4c per minute	5.5c per minute	6.6c per minute	19.8c per minute	19.8c per minute	From 11c per minute	From 2.75c per minute
13/1300	Free for first 20 minutes, then 4.4c per minute thereafter	5.5c per minute	6.6c per minute	19.8c per minute	19.8c per minute	From 11c per minute	From 2.75c per minute

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1300 Inbound Local Included Value and 1300 Inbound Included Value Plans

Included Value Plan	Local Calls	National Calls	Mobile to Fixed Calls	Mobile to Mobile Calls	Fixed to Mobile Calls	Calls terminating in Australia from International**	Calls terminating in International Destinations***
1300 Inbound - Local Included Value	Included	7.7c per minute	7.7c per minute	22c per minute	22c per minute	From 11c per minute	From 2.75c per minute
1300 Inbound - Included Value	Included	\$110 included, then 7.7c per minute thereafter	7.7c per minute	22c per minute	22c per minute	From 11c per minute	From 2.75c per minute

**Rates vary depending on whether calls are terminating into Australian Fixed Line or Australian Mobile.

***Rates vary depending on destination and call type.

See the list of standard pricing at: <https://www.tpgtelecom.com.au/sites/default/files/2022-10/TPG%20Inbound%20Call%20Rates%20Oct%202022.pdf>

Flagfall is not charged on PIPE Networks Inbound services.

Requirements and Availability

For each Inbound number, you must nominate an answering point to which calls will be routed.

Included Features

Inbound service includes a non-geographic number (13/1300/1800) and unlimited Local Calls (except Pay As You Go Plan) and a simple configuration. Acceptable Use Policy applies to included calls.

Optional Features

Complex configuration for Inbound number with multiple answering points (2 or more) and any Complex Origin Based Routing feature, such as Selected Call Routing, State based Routing, MOLI Routing, Charge District Routing, Standard Zone Unit Routing, Post Code Routing and Exchange Based Routing are available at additional cost.

Call Plan Manager, which you can use to manage the operation of your Inbound services is also available at additional cost. Prices will depend on the options you select. The details are available in your Order Form.

Other Information

Customer Service

If you have questions regarding a new installation, an existing service or your bill please call us on 1300 769 691.

Usage

You can keep track of your call and data usage and make changes to your account through the Customer Portal or by contacting Customer Service on 1300 769 691.

Bills

You will receive your bill free via email, and you can access it at any time through the Customer Portal.

Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at customer_relations@tpgtelecom.com.au

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within PIPE Networks, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at www.tio.com.au/about-us/contact-us or by phone on 1800 062 058.

This is a summary only – the full legal terms for your service are contained in your agreement with PIPE Networks which is available in your Order Form.