

Critical Information Summary

13/1300/1800 Smart Numbers



Welcome to Nehos. This document contains some important information like how much you pay and what that gets you.

Service Description: Nehos 13/100/1800 smart numbers are virtual business numbers that can be advertised as low cost or in case of 1800 no cost from anywhere within Australia. These numbers receive incoming calls and redirect them to an existing phone line (“answer-point”) such as a mobile or landline or an existing SIP service with Nehos.

Bundling: You don’t have to bundle this service.

Equipment required: All 13/100/1800 smart number services do not require any specific equipment as part of the service.

INFORMATION ABOUT PRICING

Minimum monthly charges vary, depending on the selected product. Call rates listed include GST and are charged per minute in 1 second increments with a 1 minute minimum charge per call.

Service	13	1300	1800
Once off port-in charge *	\$0 BYO Smart number or existing 13 number	\$0 BYO Smart number or existing 1300 number	\$0 BYO Smart number or existing 1800 number
Activation Fee	\$55.00	\$55.00	\$55.00
Minimum Monthly Charge	\$660.00	\$9.90	\$9.90
Calls answered on SIP or a landline	\$0.044	\$0.044	\$0.066
Calls answered on a mobile	\$0.11	\$0.11	\$0.132

* Nehos can assist you with purchasing a 13/1300/1800 number from smart number or provide you with a list of available numbers.

Early termination charge: If you choose to cancel or transfer your service before the end of the 12 month contract period you will need to pay the monthly service charge x months remaining on your contract. This remaining charge will be applied as a lump sum on your final bill.

Other information: You can obtain information regarding the call usage details for your service by logging into your user account on Nehos customer login portal: <https://home.nehos.net/> If you have a customer service issue, please contact our help desk. You should always contact us first if you experience any problem or are unhappy with our service. We’ll do our best to solve your problem during our first contact with you.

Information on our internal complaint process can be found here: www.nehos.net/terms/complaint.php and www.nehos.net/docs/Nehos-Communications-Terms-&-Conditions-of-Trade.pdf. If you wish to refer your complaint to the TIO, you can do so by calling 1800 062 058 or by logging a complaint at www.tio.com.au. Note that the services of the TIO are free of charge.

Nehos Communications Contact Information

Sales, Support and Accounts are available from 9am to 5pm, Monday to Friday EST, excluding national public holidays.

Telephone: 1300 726 889
International: +61 7 3503 8800
Direct: 07 3503 8800
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Email Support: support@nehos.net
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