

# Nehos Communications

## Critical Information Summary – 13/1300/1800

### Information about the service

13/1300/1800 Plans allow customers with either a VoIP enabled PBX or device to connect to Nehos via private Ethernet or Public Internet and have telephony traffic carried via IP. (Utilising Session Initiation Protocol – SIP) Nehos offers 13/1300/1800 services.

All services offered do not depend on a bundling arrangement with other services and do not require you to take any equipment as part of the service. Each service has a minimum contract period of one calendar month.

Nehos Fair use policy applies and Nehos may withdraw an included Value plan at any time on 30 days notice. Full terms and conditions for these and other services are available / published on web site <http://www.nehos.net/terms.html> or can be provided from the accounts or sales department.

The Monthly recurring Charge (MRC) applicable to your selected service will:

- Cover the call types and usage that are denoted as “included” in your service;
- For call types and usage that are denoted as included but have a specific included dollar value or rate, include those calls types and usage up to that value or charged at that rate in a given time period; and
- Apply each month, irrespective of whether the service is used in that month.

A summary of call or value inclusions is set out in the table below (pricing stated GST inclusive)

Service	13	1300	1800
Once off port-in charge	\$0 Bring in a Smartnumber or existing 1300 number	\$0 Bring in a Smartnumber or existing 1300 number	\$0 Bring in a Smartnumber or existing 1300 number
Activation Fee	\$99	\$55	\$55
MRC	\$660.00 (12 months min with activation) Total = \$8019.00	\$16.50 (12 months min with activation) Total = \$253.00	\$16.50 (12 months min with activation) Total = \$253.00
bound call costs from fixed OR mobile numbers	Incoming call costs from fixed OR mobile numbers at 8.5c per minute gst inclusive. Charged per minute, 1 minute minimum. Incoming call costs from International at 16.5c per minute.	Incoming call costs from fixed OR mobile numbers at 8.5c per minute gst inclusive. Charged per minute, 1 minute minimum. Incoming call costs from International at 16.5c per minute.	Incoming call costs from fixed OR mobile numbers at 8.5c per minute gst inclusive. Charged per minute, 1 minute minimum. Incoming call costs from International at 16.5c per minute.

All services that are not denoted as “included” in the included value plan are excluded from the Monthly Recurring Charge (Excluded Services), including calls made in excess of any included specified dollar value or other calls of any type, which are charged at the rates outlines in the included value plan. Any service used in breach of Nehos Fair Use Policy is also an Excluded Service. You must pay charges for all Excluded Services as set out in the included value plan or as otherwise indicated at a given time.

### Information about Pricing

If the service is terminated before the minimum notice period of one calendar month a early termination charge may apply, calculated as:

- (i) The monthly recurring charge x 1; and
- (ii) Any rebates, credits, refunds or discounts provided to you in respect of the service.

### 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://my.nehos.net/login.php> If you have a customer service issue, please contact our help desk. If you are not satisfied with our services, you have the right to make a complaint against us. Information on our internal complaint process can be found here: <http://www.nehos.net/terms/complaint.html> 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 <http://www.tio.com.au>

### Nehos Communications Contact Information

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

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