

Service Information

1300 numbers are non-geographic business numbers that can be dialled by the caller at the cost of a local call. 1800 numbers are non-geographic business numbers that can be dialled by the caller at no charge for the caller. International numbers are virtual numbers in various geographical locations that are routed to your phone system via the internet and allow callers to dial the number within their geographical area. Calls are then directed using our Hosted PBX, following the call flow you configure. Incoming calls can be answered on a VoIP-compatible device (requires Hosted PBX or SIP Trunk service) using your internet connection or diverted to an external service number.

Included features

A full feature set is included; IVR menus, call queues, ring groups, voicemail to email, time-based routing and call recording to email and more. We constantly expand our feature set, view the complete feature list [here](#). Customers have access to an online portal to configure their hosted PBX service call flow and check usage information.

Limitations

- 1300 and 1800 numbers cannot be dialled from outside of Australia. We recommend using a geographical number for your overseas customers.
- 1300 and 1800 numbers cannot be used as caller IDs within Australia.
- 1300 and 1800 numbers are not SMS enabled.
- 1900 numbers can not be configured as an external answering point for 1300 and 1800 numbers.
- International numbers typically come with a limit of 2 channels per number, though this can vary. If you need more channels, additional fees will apply, contact support for pricing.
- 1300, 1800, and international numbers are not available in trial mode.

Pricing & Billing Information

All pricing is in AUD and includes GST.

Call Plans	1300 Simple	1800 Simple
Monthly fee	\$6.95 plus calls	\$6.95 plus calls
Inbound call rates	5c per minute^	6c per minute^

All call plans and services are subject to our [fair use policy](#).

^Inbound calls are charged in 60-second increments.

Advanced features

[Fax-to-email](#) is \$9.00 per fax-to-email PBX object per month.

[Integrations](#) (CRM, API, Webhooks, Zapier) are \$4.40 per user per month. All integration features are activated with one subscription for the entire account, with pricing calculated automatically based on user count. [Call recording storage plans](#) can be selected for your call recordings, with subscriptions paid monthly or pay-as-you-go.

International destinations

[International rates](#) and free calls to 50+ countries are subject to change without notice. International rates are charged in 60-second increments. We block international destinations that have been identified as high-risk. If you require access to a particular high-risk destination, please contact support. A list of high-risk destinations can be found [here](#).

Additional pricing information

Minimum term: one month. Call plans have rounding of three decimal places, no flag fall or minimum call costs, no exit fees or early termination fees, and no requirement to bundle anything with this service. If included call recording storage value is fully used within a calendar month, excess usage charges will apply. There is a \$55 activation or porting fee applicable per 1300/1800 number. Activation fees can be waived during promotional periods as published on our website. A porting rejection fee of \$55 per 1300/1800 number may apply if a rejection occurs due to incorrect information provided by the customer. Activation, porting and rejection/resubmission pricing for international numbers can be provided by our number management team. If a number is removed or cancelled from your account, reactivation may incur a fee. Contact support to request reactivation, and they'll confirm any charges before proceeding.

Call diversions

Diversions from a user object are charged per the outbound call rate for the user's selected call plan.

No diversion charge to answer calls on VoIPcloud PBX.

The following rates apply for diversions from a call diversion object: No diversion charge to Australian local/national/mobile numbers, excluding satellite phone numbers. Diversions to Australian 13/1300 numbers are 25c per call. Diversions to other destinations are charged per the outbound call rate of the PAYG Starter call plan.

Billing information

Services are supplied on a prepaid basis by default. New monthly subscription services are charged to the account balance on a pro-rata basis from the service start date till the end of the month. After this, your monthly subscription is charged at the start of each

month. Call charges that are not included in or unlimited are charged to the account balance at the end of each call, making it possible for the account balance to go negative or below the assigned credit limit. Services unsubscribed during a billing period are non-refundable. We recommend setting up automatic payments via our customer portal. Pre-paid billing requires you to maintain a positive account balance at all times, the service will be restricted automatically if you fail to maintain a positive account balance. Post-paid billing is available on request at the discretion of VoIPcloud. We invoice you at the start of each month and provide 14-day payment terms. A security deposit equal to one month's usage is required; if subscriptions and call charges increase over time VoIPcloud may request an increased security deposit to extend your post-paid billing credit limit. Non-payment and service suspension charges apply to post-paid billing accounts only. If your bill is overdue for over 7 days your account will be charged a \$15 late payment fee. If your bill is overdue for over 30 days your account will be suspended and if your account is restored a \$50 suspension fee upon restoration.

Customer Service Information

Our Australian-based team can help you with technical support, account or sales questions. Give us a call at 03 906 77700, or email us at support@au.voipcloud.online. Support hours are listed on our website.

Complaints

If you are unhappy with your service, you can follow our dispute resolution process [here](#).

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first, we will do our best to resolve this on the first contact. If you wish to contact the TIO. You reach them by phone at 1800 062 058, fax at 1800 630 614 or online [here](#).

This CIS is a summary only, valid as of February 2025.

Contact VoIPcloud Wholesale for further information or visit our [website](#) for full terms and conditions.

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