

Critical Information Summary

1300 / 1800 Numbers

Information about the service

The Ace 1300/1800 number service allows you to receive calls on your 1300/1800 number to a designated landline, VoIP or mobile number.

Minimum Plan Term

There is no minimum contract term.

What's Included

The rental of the 1300/1800 number is included in the monthly fee.

What's Not Included

Any phone calls received on your 1300/1800 number will be charged at the applicable rates.

Information about pricing

Monthly Charge

The monthly charge for your 1300/1800 number is \$9.95.

Call Charges

When someone calls your 1300/1800 number you will be charged an inbound call cost as per the below:

Call charges if you have a 1300 Number terminated to a landline or Ace VoIP service

Local Callers	First 10 minutes free, 6.6c per minute afterwards
National Callers	12c per minute
Mobile Callers	16c per minute

Call charges if you have a 1800 Number terminated to a landline or Ace VoIP service

Local Callers	9.9c per minute from the first minute
National Callers	14c per minute
Mobile Callers	19.9c per minute

All calls are billed in one minute increments. If you wish to terminate your 1300/1800 number to a mobile number please contact us for pricing.

Connection Fee

There is a connection fee for a new 1300 number of \$49. There is a fee of \$49 to transfer your existing 1300 number to Ace Communications.

Early Termination Fee

There is no Early Termination Fee.

Other Information

Billing

Your bill will be issued in the first week of each calendar month. Customers paying by direct debit from a credit card or from a bank account will be debited on the 10th of each month (or the next business day). Customers paying by invoice have 14 days to pay from the date of invoice.

Call Usage Information

You can track your call usage through My Ace Account by going to www.acecommunications.com.au and clicking on Customer Login followed by My Ace Account. You will need your My Ace Account login details which will be emailed to you at the time of connection.

Contacting our Support Team

You may contact our support team either by phone on 1300 223 266 or by sending an email to support@acecommunications.com.au. Please note emails must be sent from the email address you provided us at the time of applying in order for us to identify you. Our support hours are 9am to 8pm Monday to Friday and 10am to 3pm Saturday (all times AEST).

Complaint Handling

If you would like to make a complaint about your service please contact our customer support team using the details listed above. You may review our Complaint Handling Process online at www.acecommunications.com.au/legal-and-policy-documents/.

TIO (Telecommunications Industry Ombudsman)

If you are not satisfied with the resolution of your complaint you may contact the TIO by phone on 1800 062 058 or for other contact details please visit www.tio.com.au/about-us/contact-us.