

SERVICE TERMS AND CONDITIONS

Critical Information Summary Inbound Services 1300 1800

Key information summary for inbound 1300 and 1800 number services, routing, and call handling.

Document	Critical Information Summary Inbound Services 1300 1800
Category	Critical Information Summary
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Contact	1800 000 299 Sales@c9group.com.au

Important: This sample is prepared for website document review and should be checked by C9 GROUP before being treated as the final approved document.

Quick Summary

Service type	Inbound 1300 and 1800 number service.
Best suited for	Businesses needing memorable inbound customer contact numbers.
Routing	Calls can route to agreed destinations or schedules.
Charges	Inbound call and routing charges may apply.

1. Service Overview

Inbound 1300 and 1800 services allow customers to receive calls through a published inbound number and route those calls to agreed destinations, schedules, or call handling arrangements.

2. Minimum Requirements

Customers need active answer points, suitable destination numbers or services, accurate routing instructions, and authority to use or transfer the inbound number where applicable.

3. Key Inclusions

Inclusions may include number activation, routing setup, destination changes, basic support, and carrier coordination as described in the approved quote or order.

4. Charges

Charges may include monthly number fees, inbound usage, routing charges, setup, changes, transfer fees, and any special feature charges. 1300 and 1800 call cost arrangements can differ.

5. Important Limitations

Call delivery depends on carrier networks, destination availability, answer point capacity, routing configuration, and any customer phone system or internet dependencies.

6. Changes And Transfers

Routing changes and number transfers may require notice, validation, customer authority, and carrier processing time.

7. Support Contact

For questions, support, or full plan details, contact C9 GROUP on 1800 000 299 or Sales@c9group.com.au.

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Document Status

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