

Information About the Service

Virtual Number services provide a virtual phone number from any one of our local number pools that is linked to call your existing home, office or mobile phone. The Virtual Number service allows you to forward a call to one or many destinations, and if needed, can be answered via an automated voicemail system if you are unable to take the call. You can also use this service to track the effectiveness of a particular marketing campaign.

A minimum term of one month is required for Virtual Number service. If you wish to cancel your service we require written notice one full calendar month in advance of the termination date.

What is Included:

- Web based self-management interface to control your service
- Ability to make and receive telephone calls
- Competitive call rates

What is not Included:

- Number porting fees (apply if you wish to transfer your number from another carrier)
- Dishonour and late payment fees
- International Phone Numbers

Information About Pricing

Minimum Monthly Fee Schedules:

Plan	Minimum Monthly Charge	Total Channels	Included Local Phone Numbers
Virtual Number 2	\$12	2	1
Virtual Number 4	\$22	4	1
Virtual Number 8	\$33	8	1

Call Charges:

All per minute calls are billed in per second increments

Plan	Aust. Landlines	Aust. Mobiles	13, 1300 Number
Virtual Number 2	\$0.12 per call	\$0.20 per minute	\$0.30 per call
Virtual Number 4	\$0.10 per call	\$0.18 per minute	\$0.30 per call
Virtual Number 8	\$0.09 per call	\$0.17 per minute	\$0.30 per call

Other Information

This is a summary only. For full product details, including all fees and charges please visit: <http://www.url.net.au/services/inbound-services/virtual-number/>

All prices include GST and are valid as of 1/1/14.

Billing Information

This service is billed on the 1st of every calendar month where the service fee is billed in advance and calls are charged in arrears.

Usage Information

You can always keep track of your monthly call spend by visiting <https://billing.url.net.au> and selecting the “Unbilled Calls” link. This will display your current month’s call spend. Call spend data is updated hourly.

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting: <http://www.url.net.au/legal/>

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au