Critical Information Summary

Tronic Networks Pty Ltd | ABN: 71 123 059 307

Tronic Cloud 1300 & 1800 Numbers
1300 & 1800 Plans

Information about the service

A 1300 or 1800 number is a 10-digit inbound Australian business number that gives you a single, memorable point of contact nationwide. It's portable across Australia regardless of where your business is located — and it stays with you if you ever move. Route inbound calls to your 3CX, Tronic Hosted PBX or SIP trunks, and present one professional number no matter how many sites or staff you have.

Is the offer part of a bundle?	**NO**
Is the customer required to buy any goods as part of the offer?	**Optional (See Below)**
Does the offer have any minimum term of use?	**NO MONTH 2 MONTH**

Which Number Is Right for You?

1300 Number (Local Rate): callers reach you at a fixed local rate — you and the caller share the call cost.
1800 Number (Toll Free): completely free for your callers Australia-wide — ideal for support lines and charities.

What Is Included:

Your 1300 or 1800 number and inbound calls from anywhere in Australia, routed to your 3CX, Tronic Hosted PBX or SIP trunks. Your number is fully portable and is not tied to a location or carrier. Custom or memorable (phoneword) numbers are available.

What Is Not Included:

Your plan does not include a phone system, SIP trunk or handsets. Inbound call usage is charged per minute in addition to the monthly fee, as outlined below. Custom or memorable numbers are priced per number.

Phone System Required

A 1300 or 1800 number directs calls to your existing phone service. To receive calls you will need a 3CX phone system, Tronic Hosted PBX or SIP trunk. These are available from Tronic and are charged separately.

For more information please contact us at support@tronic.com.au or call us on 1300 799 095

Contract Period

Tronic Cloud doesn't do contracts. We want you to stay because of our great price and great service. Though to be fair we need a month's notice before cancelling a service.

1300 799 095
support@tronic.com.au
www.tronic.com.au
Suite 221 / 202 Jells Road, Wheelers Hill, Victoria, 3150

Charges for using this service

The minimum monthly charge for this plan is **$19.50** for a 1300 number or **$21.50** for an 1800 number. The billing term for this plan begins as soon as the account is activated. In addition to the minimum monthly charge, the following charges apply…

Plan Charges	
1300 Number – monthly fee	$19.50 per month
1800 Number – monthly fee	$21.50 per month
Inbound calls to a 1300 number	From $0.15 per minute **
Inbound calls to an 1800 number	From $0.17 per minute **
Connection (once-off)	$55.00
Porting an existing number (once-off)	$55.00
Custom or memorable numbers	Priced per number – on request

**** Call Rates** – Per-minute rates are plan-dependent and start from the rates shown. Custom or memorable numbers are priced per number — ask us for availability.

Charges to International Numbers

You will be charged if you make calls to international numbers. International call rates will vary from time to time based on a number of factors. Please see our website for up-to-date international call rates.

* International Calls – Please contact support@tronic.com.au for the latest International Price list.

Other Information

No Early Termination Charges or Contracts

Because Tronic Cloud services are month-to-month there are no early termination charges. We need one month's notice to cancel.

Call Usage and Spend Management

Tronic have spend management tools which are designed to assist you in managing your spend. You can check your monthly usage in your VoIP Portal. The My Account VoIP Portal can be found at: https://www.voipportal.com.au/

Customer Service Contact Details:

Phone: 1300 799 095
Email: support@tronic.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing to support@tronic.com.au. We treat all complaints as high priority.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be found at www.tio.com.au/making-a-complaint or by calling 1800 062 058.