

# SMART BUSINESS VOICE CALL RATES

## National Calls

National (within Australia) calls are charged at a rate of **\$0.0551** ex GST per minute. Calls are timed in one-second increments. There is no flagfall. This is subject to change at any time.

## Calls to Mobiles

Calls to mobiles are charged at a rate of **\$0.131** ex GST per minute. Calls are timed in one-second increments. There is no flagfall. This is subject to change at any time.

## Calls to 13 or 1300 Numbers

Calls to 13 or 1300 numbers are charged at a flat rate of **\$0.30** ex GST per call. This is subject to change at any time.

## International Calls & Calls to Service Numbers

Please contact us for specific country or service number rates. This pricing is subject to change at any time.

## Enquires, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us by calling **1300 798 717** or by sending an email to **info@sbvoice.com.au** if you have any questions, would like to give feedback or make a complaint.

## Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <https://www.tio.com.au/complaints>