

# Divert to Mobile

## Critical Information Summary

### Description about this service:

Divert to mobile is a call diversion service. You can obtain a number from us or port a number into our system.

### Minimum monthly charge and pricing:

Standard landline service	
Monthly service charge includes landline phone number	\$10
Cost of calls diverted to your mobile	15c per min
Cost of calls diverted to your landline	15c untimed
The cost of receiving a 2 min call	30c to mobile 15c to landline

1300 service	
Initial setup	\$55
1300 service charge	\$15
Monthly service charge includes landline phone number	\$10
Cost of calls diverted to your mobile	15c per min
Cost of calls diverted to your landline	15c untimed
Incoming calls rate	6c per min
The cost of receiving a 2 min call	42c to mobile 27c to landline

1800 service	
Initial setup	\$55
1800 service charge	\$25
Monthly service charge includes landline phone number	\$10
Cost of calls diverted to your mobile	15c per min
Cost of calls diverted to your landline	15c untimed
Incoming calls rate	8c per min
The cost of receiving a 2 min call	46c to mobile 31c to landline

**Maximum monthly charge:**

The maximum monthly charge depends on the number of calls you receive through the service.

**Bundling:**

This service is not conditional on any bundling arrangements.

**Mandatory components:**

You need to have a mobile phone to receive calls from our system however we do not provide mobile telephones or mobile services.

**Important conditions:**

None

**Early termination charges:**

There are no early termination charges and the service can be cancelled in writing at any time. Months are calculated from midnight the first day of each calendar month to midnight on the last day of each calendar month. Part months are not refundable and any uncharged diverted calls must be paid for.

The cost of receiving a 2min call diverted to your mobile is 30c

**Usage information:**

You can monitor the usage by tracking it through the call reports. Alternatively, you can also monitor your usage by calling us on 02 91917300 or emailing [sales@diverttomobile.com.au](mailto:sales@diverttomobile.com.au)

**Enquires, feedback and complaints:**

We are committed to providing you with excellent service. If you have enquiries, feedback or complaints please contact us by calling 02 91917300 or by sending an email to [sales@diverttomobile.com.au](mailto:sales@diverttomobile.com.au) if you have any questions, would like to give feedback or complain.

**Telecommunications Industry Ombudsman (TIO):**

We encourage you to always contact us first if you experience any problem 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: <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact Divert to Mobile for further information or visit our website [www.diverttomobile.com.au](http://www.diverttomobile.com.au) for full Terms and Conditions.

This summary valid as of January 2021.