

Cloud Voice UC (Hosted PABX)

Standard Call Rates

Local calls	10c untimed
Standard National calls	\$0.06 / Minute No Flagfall – Billed / Sec
Calls to Australian mobiles	\$0.15 / Minute No Flagfall – Billed / Sec
International	Refer to International call Rate card
1300 & 1800 numbers	30c / call

UCaaS Call packs

MVE1 - PAYG Only	Standard Rates Apply
MVE2 - Includes National Fixed Calls	\$10 / user / month
MVE3 - Includes National and Calls to Mobiles (1300/1800 Call are not included)	\$20 / user / month

All Rate are excluding GST unless otherwise stated

General rules

- Call Rates are applicable for calls to Australia and New Zealand.
- Call Packs are applicable for calls to Australia and New Zealand.
- UCaaS Call Packs do not include calls to 1300/1800 numbers. These will be charged at the Standard Call rates in all instances
- Calls generated from the system are chargeable at the Standard call rates – i.e. any forwarded call from a hunt group.
- If there is a connectivity issue between site and hosted PABX server, the Business Continuity Number is in use and calls forwarded to this number are charged at the Standard call rates.

Cloud Voice Trunks

Standard Call Rates

Local calls	10c untimed
Standard National calls	\$0.06 / Minute No Flagfall – Billed / Sec
Calls to Australian mobiles	\$0.15 / Minute No Flagfall – Billed / Sec
International	Refer to International call Rate card
1300 and 13 numbers	30c / call

Trunk Call packs

MCS1 - PAYG	Standard Rates Apply
MCS2 - Includes unlimited Calls to National Fixed Numbers'	\$25 / user / month
MCS3 - Includes unlimited calls to National and Mobiles	\$60 / user / month

All Rate are excluding GST unless otherwise stated.

General rules

- Call Rates are applicable for calls to Australia and New Zealand.
- Call Packs are applicable for calls to Australia and New Zealand.
- Call Packs do not include calls to 1300/1800 numbers. These will be charged at the Standard Call rates in all instances
- If there is a connectivity issue between site and SIP Trunk server, the Business Continuity Number is in use calls forward to this number are charged at the Standard call rates.

Cloud Voice - Inbound Rates

Standard Inbound Call Rate

Standard National Inbound calls	\$0.08 / Minute No Flagfall – Billed / Sec
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Inbound Call Packs

Inbound - PAYG	Standard 1300/1800 Rate Applies
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All Rate are excluding GST unless otherwise stated.

General rules

- Call [Rates](#) are applicable for calls to Australia and New Zealand.
- Call [Packs](#) are applicable for calls to Australia and New Zealand.
- Please note these call rates are applicable to inbound calls only and are charged to the 1300 number account owner.
- Please note these inbound call rates do not include the hosting fee or any porting fees that may apply.

What is the Difference Between 1300 and 1800 Numbers?

Both numbers come with exactly the same features and functions and can be set up in the same way. In that respect they are identical. They are both nationwide numbers that are fully portable, meaning they are not restricted to any particular telephone exchange or geographical area. They also come with a wide range of call handling and routing options that can be tailored to individual business needs.

Call Cost to the Account Holder

Account holders of both numbers are charged for all incoming calls. The cost depends on where the call originates from and is charged at the respective rate. The difference between the numbers are the rates at which the calls are charged at. Call rates are generally lower for 1300 numbers because the call cost is shared between the caller and the account holder.

There are three call origins and they generally attract different call rates. Local Calls from most vendors– landline calls received from the local area of where the 1300/1800 number is being routed to. National Calls – landline calls received from outside the local area of where the 1300/1800 number is being routed to. Mobile Calls - calls received from a mobile phone, anywhere in Australia.

Cloud Voice Solutions charges one flat rate i.e. the Standard Inbound Call Rate above, regardless of the origin of that call.