

# motion telecom inbound service

Motion Telecom is a specialist provider of inbound 1300/1800/13 services. The implementation of an inbound solution projects a professional image in this competitive business landscape and critically such solutions work to improve business performance.



## benefits benefits

### Enjoy competitive pricing

As specialists in this area we have lower operating costs and that means lower pricing for your business

### Intelligent Call Management

**Call overflow features** – Send calls to an alternate number if your first line is busy or there is no answer.

**Time & Day diversion** – divert calls depending on the time and day

**State, regional, mobile, exchange and postcode routing** – The service can grow with your business as there is no need to change your number if you expand or relocate offices

### Comprehensive Reporting

When you understand from where and when your customers are calling, you can structure your contact centre to achieve higher call completion by knowing when to adequately staff your phones.

### National Presence career

Become more accessible to your customers, locally and nationally because customers will be more inclined to reach you because of cost benefits when calling. Customers perceive businesses with inbound numbers as being larger operations and successful operations.

### Speed

You can be setup within 24 hours.  
We can make changes to your service within 2 hours. Our efficiency will make you business more efficient.

### Analysis

Our inbound experts will analyze your current spending and call patterns to determine how we can save you money.



# motion telecom inbound priority 10



Receive **12 months free** rental on any inbound service when you bring you service across to Motion.  
**That's a saving of \$240 on us!**

## what's on offer what's on offer

Plan	Priority 10
<b>Installation</b> (new service)	\$55
<b>Monthly Access</b>	\$20
<b>Number Portability Fee</b>	\$0
<b>Local</b> (first 5 min)	FREE
<b>Local</b> (per call, thereafter)	13c
<b>Non - Local</b> (per min)	19c
<b>Mobile</b> (pre min)	27c

### Additional Services:

Connection of NEW Motion Telecom Service - \$55
Monthly Inbound Service Fee - \$20
Exchange Based Routing Monthly Fee - \$330
Government Levy Monthly Fee (13 no. only) - \$914
Number Reservation Charge - \$15 for 90 days
Simple Moves & Changes – per change (1) - \$20
Complex Moves & Changes – per change (2) - \$100

(1) All inbound charges above relate to Motion Telecom inbound numbers only. The exception being the Government Levy. (2) Please note that the \$20 a month Inbound Service Fee does not apply where customers are charged either the EBR fee or National Services 13 fee. (3) need to register for direct debit payment option to receive 12 months credit, otherwise they will receive 6 months



# standard terms & conditions

Motion Telecom Pty Ltd ABN 34 002 600 876

## Standard Agreement for the Supply of Telecommunication Services

We thank you for becoming a Customer with the 'straight talking' company and taking the time to read this Agreement

**NOTE: This Standard Agreement applies only to Motion Telecom Business products. For Motion Corporate Advantage products, please refer to the MCA Agreement on the reverse side of page 2.**

"Service" means the mobile digital Service and for the avoidance of doubt, excludes any pre-paid or satellite service;  
"We, Us and Our" means Motion Telecom Pty Limited ABN (34 002 600 876);  
"You and Your" means You the Customer who subscribes to Our Service;

### 1. Our Partnership with You

**1.1** This Agreement is binding once We have accepted Your request for a Service and We shall connect Your Service after You have provided Us with valid and correct user details or the time and day You begin using Our services, which ever comes first.

**1.2** We shall open the account in Your name and then You shall be responsible for all charges incurred as a result of the Service. This also includes charges on Your Service, which may or may not have been incurred by You personally;

**1.3** Our partnership with You shall incorporate any terms and conditions applying to Our Service that must be included by any laws, industry standards and codes;

**1.4** We will provide the Service for You until the end of the term permitting the terms outlined in this Agreement are followed;

**1.5** We may vary, alter, replace or revoke any part of this contract (including Our fees) at any time. You will be provided with the changes in writing either by mail on Our website at [www.MotionTelecom.com.au](http://www.MotionTelecom.com.au).

### 2. Our Service to You

**2.1** We will make Our best efforts to offer the Service to You at all times but please be aware that the Service is not free from faults and or interruptions. These can be due to factors outside of Our control, such as weather and faults in phone networks. You acknowledge that we'll only be able to supply the services to the extent and to the standard the Carriers provide Service to Us;

**2.2** Our Service is only available to You, if You:  
(i) Do not become involved in or try to use the Service in a manner that is deemed to be improper, immoral, unauthorised or unlawful;  
(ii) Provide Us with all information and co-operation that We may need in relation to the provisioning of any Service;  
(iii) Abide by the terms and conditions in this Agreement.

### 3. What We ask of You

**3.1** As the Customer, You must:  
(i) Acknowledge that all Motion Telecom property provided to You is the property Motion Telecom unless otherwise stated and You must return all property back to Motion Telecom if You are asked;  
(ii) Provide Motion Telecom all information and co-operation it may require in relation to the Services;  
(iii) Notify Us immediately if you change your details,  
(iv) Comply with all terms and laws for the use of Our Services.

**3.2** As the Customer You must not:  
(i) Disclose any confidential information or security number such as Your enquiry password or personal identification number;  
(ii) Use the CLI information derived from the CLI except in accordance with the Act;  
(iii) Not sell or redistribute any part of this Service.

### 4. Charges and Payment

**4.1** You authorise Motion Telecom to conduct a credit check. You must pass a credit check at the time You ask to be connected to Our Service;

**4.2** Our pricing shall be provided in Our price lists that We will update from time to time and list on Our Website at [MotionTelecom.com.au](http://MotionTelecom.com.au). We will provide You with at least 14 days notice for price changes. New price lists will be provide to You by mail, SMS or notification on Our Website;

**4.3** We will be invoicing You on a monthly basis and You must pay all outstanding invoices by the due date. You will have 7 days to pay the invoice from the invoice date. We may charge an administration fee if payment is not received by the due date;

**4.4** You must pay by the due date on Your bill. If charges are not paid by this time, We can stop You using some or all of Our Service and may charge You a dishonour fee and /or a late payment fee. If there is no payment of the bill this will put You breach of this contract and We can cancel Your Service immediately under clause 9, subsequently We may charge You all disbursements and cost associated with recovering outstanding monies relating Your account;

**4.5** Motion Telecom may pay an agent a commission for introducing You to the Service;

### 5. Liability

**5.1** We are not liable to You for any breach of any express or implied terms, conditions or warranties of Our contract, including the non-provisioning of Our pricing brochure at any time;

**5.2** We are not liable to You for any loss of income, interest, business, or profits, or for any indirect, incidental or consequential loss or damage;

**5.3** Where We cannot by law exclude such liability, Our liability for such breaches will be limited, at Our choice to, if the breach relates to goods, the replacement or repair of the goods or, if the breaches relate to Services, the supplying of those Services or the payment of the cost of having those Services supplied again;

**5.4** As the customer You are liable for all costs incurred when porting any telecommunications service from your current provider to Us, this includes but is not limited to; contract termination charges and porting fees.

### 6. Assignment

**6.1** As the Customer You may not transfer or assign any rights and obligations under this Agreement without the prior written permission of Motion Telecom;

**6.2** We reserve right to and may without notice assign or novate all rights and obligations under the contract to Our nominee or Related Body Corporate. We may also require You to novate this Agreement in favour of Motion Telecom's nominee. All such novations to be on terms no less favourable than the terms of the contract in existence immediately prior to the novation.

### 7. Suspension or disconnection of Your Service

**7.1** Your use of the Service may be temporarily suspended or permanently disconnect any part of the Service and cancel this Agreement without warning, if:  
(i) The network needs maintenance or upgrading;  
(ii) The use of the Service by any person may damage the network;  
(iii) You do not use the Service for a period of 12 months;  
(iv) We are instructed by a regulatory body such as the ACA;  
(v) Our Agreement with the carrier has ended or the carrier has ceased to exist;  
(vi) Any of Your assets come under the control of another person such as a receiver;  
(vii) You do not pay Your bill by the required due date in clause 4.

### 8. The end of Our Agreement

**8.1** You, or We can cancel this Agreement at Our discretion at any time for any reason;

**8.2** If You breach a part of this Agreement You will be specified a period of time to correct the breach and failure to do so will result in the cancellation of the Service;

**8.3** You will be required to pay all outstanding amounts on Your account and any installments You owe on Your mobile phone;

### 9. Privacy

**9.1** We will provide You with access to Your account information in accordance with the Privacy Act;

**9.2** We may receive and disclose personal information or documents about You to or from credit reference agencies to help Us make credit decisions or for fraud protection purposes. You consent Us, Our agents, suppliers, and other carriers, using and disclosing personal information about You in credit related matters in accordance with the Privacy Act;

**9.3** We may also be ask to co-operate with any law enforcement agencies to use personal information to assist them with the prevention of criminal activities.

### 10. Governing law

**10.1** This contract is governed under the laws of New South Wales.

### 11. Miscellaneous

**11.1** From time to time We have special offers and promotions available for users of the Service. Additional terms and conditions will apply to these offers, which You accept. All terms and conditions are available on request.

**11.2** Please be advised that further terms and conditions regarding specific products and services offered by Motion Telecom are available upon request or at [www.MotionTelecom.com.au](http://www.MotionTelecom.com.au)