



Critical Information Summary Customer Support Number Services

Welcome to Pickle. Here you'll find some important info. It's a good idea to read it through, just so you're across everything. It'll help you understand things like how much you pay, and what that gets you.

Information About the Service

THINK PICKLE PTY LTD (t/a Pickle) (ABN 36 165 711 731) provides 1300, 1800, local virtual numbers and Global number services. These services can receive incoming calls only, and cannot be used for making outbound calls.

Inclusions:

- A Service Number (1300, 1800 or Local Virtual Number).
- Call Management Features.
- 2 x change of answer point per month (non-cumulative) submitted via the MyPickle portal.

Restrictions:

- Some features such as Voice-to-Email, Call recording or Online Data require an active internet connection and an email account.
- You do not need to buy any particular goods or equipment as a mandatory component of this offer.
- These services have no bundling requirements.

Minimum term:

- There is no minimum fixed term unless otherwise specified.

Information About Pricing

	1800 Classic \$15/mth
Local Calls	\$0.20/min
National Calls	\$0.20/min
Mobile Calls	\$0.20/min
Routed To Mobile (From Any Number)	\$0.40/min
International Calls	Please see IDD
Maximum Monthly Charge	\$15 + Usage
* Call rates are per minute, charged per second with a minimum duration of 1 second.	

Business use only, and Pickle's Acceptable Use Policy applies to any unreasonable use of Plan inclusions. This includes use of any 'Unlimited' offerings. See thinkpickle.com.au/acceptable-use-policy

Information is current as of 23/09/2021. All prices quoted exclude GST.

Additional charges you should be aware of:

Some of the features available for our services are not included in the Plans described above. These features are charged as individual line items, as the below listed rates:

Additional Services	Monthly (ex GST)
Single Answer Point	\$0
Call Overflow Routing	\$0
Call Distribution Routing	\$40
VIP Service Routing	\$40
State Routing	\$40
Business Continuity	\$40
Menus (IVR)	\$10

Virtual Voicemail	
Voicemail License (Flows)	\$10/month
Record Call - (Flows Required)	\$0.10/min
Record Voicemail - (Flows Required)	\$0.05/min
Transcribe Voice To Text - (Flows Required)	\$0.10/min

Configuration Charges	
Simple Config Change	\$0/change
Complex Config Change (30-60Mins)	\$90/change
Major Config Change (>60Mins)	\$POA

Termination and Maximum Early Termination Fees

We require 20 business days' to cancel your service submitted via the MyPickle Portal. You will be responsible for any unpaid minimum fees or usage charges covering the period prior to the termination date, including minimum fees or usage fees applicable during this 20 business day notice period. Further, any prepaid minimum fees will not be refundable. If you are transferring your number to another provider a Port Away fee of \$115 ex GST applies per number.

Other Information

Billing

Our billing cycle aligns with the calendar month. Invoices are produced on the first business day of each month, and will include your plan fee charged in advance and usage charges in arrears. You will receive an email notification to advise you when your invoice is available to access and download from the MyPickle Portal.

Payment Method

Pickle accepts payment using Direct Debit on Credit Card only. Other payment methods are available by prior arrangement only.

Where can you obtain information about the usage of your service?

Details on your usage can be accessed via thinkpickle.com.au/login

If you do not have access, or if you have forgotten your login details for the portal, then please contact our customer service team on **1300 688 588**

Contact Customer Service

Call us within Australia on **1300 688 588**

Email: help@thinkpickle.com.au

Dispute Resolution

If you are not satisfied with your product or service then please let us know – you can contact us by the methods detailed above. If you are not satisfied with our response, please use the resources available on the complaints handling process page.

Contacting the TIO

In the event that you have exhausted all other options and feel that your issue still has not been dealt with satisfactorily then you can contact the Telecommunications Industry Ombudsman on **1800 062 058** or online at www.tio.com.au

