



## 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 so that 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 Enterprise-grade VoIP phone numbers, SIP & PBX services. Virtual Mobile Services services can receive incoming and make outbound calls and use two-way SMS from our smartphone app.

#### Inclusions

- A virtual mobile number.
- Voice and SMS access (as specified in the table below).
- VoIP softphone for both Android and iOS users.

#### Restrictions

- Services require an active Internet connection.
- You need to install our application on a smartphone.
- Doesn't support SMS from short numbers.
- These services have Australian Government ID requirements.
- Number porting is currently not available.

#### Minimum Term

- There is no minimum fixed term unless otherwise specified.

### Information About Pricing

|                           | <b>35xtreme</b><br><b>\$35/mth</b> |
|---------------------------|------------------------------------|
| Std. national calls       | Unlimited                          |
| Standard SMS              | 200 included then \$0.10/text      |
| Calls to 13/1300 services | \$0.40/per call                    |
| International calls rates | See IDD Pricing                    |
| Minimum terms             | 1 Month                            |
| Voicemail                 | Unlimited                          |
| Maximum monthly charge    | \$35 + Excess Usage                |
| Setup Charge              | \$0.00                             |

\* 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 the use of any 'Unlimited' offerings. See [thinkpickle.com.au/acceptable-usege-policy](http://thinkpickle.com.au/acceptable-usege-policy)

## 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 before 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.

## 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 use can be accessed via [thinkpickle.com.au/login](https://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](mailto:help@thinkpickle.com.au)

### Dispute Resolution

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

### Contacting the TIO

If 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](https://www.tio.com.au)

