

## CRITICAL INFORMATION SUMMARY

### BUZZ ADD ONS

**Information about the Service** The add-ons available in this summary are available with any Buzz plan. Add-ons are optional and may not be applicable to your requirements. Add-ons cannot exceed the resources provided in the next available plan. Additional extensions are not available in Buzz Unlimited Plans. In the event that another plan may be more appropriate for you, your account manager will contact you to discuss your options.

**Minimum Term** Some add ons are one off charges and some are recurring monthly fees. The minimum term is 1 month. There are no long-term commitments or exit fees.

**Minimum Monthly Cost (ex GST)** This varies depending on the add ons you have selected.

#### Inbound Call Recording

Charge Type	Frequency	Per Extension (ex GST)	Storage
Monthly Fee	Per Month	\$10	6 Months

#### Existing 1300 & 1800 Numbers

Charge Type	Frequency	1300 Number	13 Number	1800 Number
Setup Fee	Once Off	\$50	Price on Application	\$50
Monthly Fee	Per Month	\$20	Price on Application	\$30
Usage Fee	Per Minute	\$0.10	Price on Application	\$0.13

Purchase prices of smartnumbers (13/1300 and 1800 numbers) vary and are set by the ACMA

#### Porting Fees

Type	Example	Charge	Rejections
CAT A Porting	Single Number (e.g. 02 9056 9000)	\$25 per attempt	\$10 per rejection
CAT C Porting	100 Number Block (e.g. 0290569000 – 02 9056 9099)	\$220 per attempt	At PNV Stage \$110 After PNV Stage \$1,800
13/1300/1800 Porting	1800 799 000	\$75 per attempt	Per Rejection \$110

#### 100 Number Blocks

\$100 Setup Fee, \$70 per month

Professional Studio Recordings  
Please contact us to discuss your requirements.

Inbound / Outbound Caller ID  
Free

Voicemail to Email  
Free

#### IPND Address Management (for Emergency Services)

**Asia Pacific**  
19 David Avenue  
North Ryde NSW 2113  
Australia  
+61 2 9157 4555

**Europe**  
Kiraly utca 26  
Budapest 1061  
Hungary  
+36 1 955 5888



We're The Glue Pty Ltd  
ABN 14 612 411 668 | ACN 612 411 668  
sales@theglue.com.au | www.theglue.com.au

Free. Although we may update your address, this voice service will not work if your internet access is not working. If you have a life-threatening condition, this service is not suitable.

### **Fair Use Policy**

All Concierge Networks plans are subject to the Fair Use Policy (FUP) found in the terms and conditions listed at [www.theglue.com.au/buzzterms](http://www.theglue.com.au/buzzterms)

### **Usage**

You can monitor your usage at <https://buzz.theglue.com.au/>. Alternatively, you can also monitor your usage by calling us on 1300 088 777.

### **Support**

Our customer service team is available M-F 9am-5pm excluding NSW Public Holidays. Please email [support@theglue.com.au](mailto:support@theglue.com.au) or call 1300 088 777.

### **Complaints**

Any complaints can be submitted to our customer service manager. If you have exhausted all avenues with Concierge Networks management and are still not satisfied, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or [www.tio.com.au](http://www.tio.com.au).

This CIS is a summary only. Please contact The Glue for further information or visit our website [www.theglue.com.au/buzzterms](http://www.theglue.com.au/buzzterms) for full Terms and Conditions.

This summary is valid as of June 2021.

**Asia Pacific**  
19 David Avenue  
North Ryde NSW 2113  
Australia  
+61 2 9157 4555

**Europe**  
Király utca 26  
Budapest 1061  
Hungary  
+36 1 955 5888



We're The Glue Pty Ltd  
ABN 14 612 411 668 | ACN 612 411 668  
[sales@theglue.com.au](mailto:sales@theglue.com.au) | [www.theglue.com.au](http://www.theglue.com.au)

BUZZAO-20210603-1