

# Critical Information Summary

## Telcoblue \$ 143.00 Business Value 2 Plan 1<sup>st</sup> July 2015

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### Information about the service

The \$143.00 Plan is a single PSTN landline telephone service for business consumers, offering various calling options, as per terms specified in our SFOA (Standard Form of Agreement). It is not part of a product bundle and you must arrange/connect your own handset/s.

### Terms of Service

Category	Description
Contract Term & Implications	Services are Contracted for a Minimum Term of 12 months(Yearly Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
Hardware	Hardware is not included /supplied when signed up for this plan. Customers/Subscribers require to arrange and connect their own handset/s to utilize the services.
Data Limit	Voice Services Only plan – does not include data.
Inclusions	This plan includes Line Rental charges & GST.
Exclusions	Data, MMS and Internet options are not available with this plan.

### Pricing Information:

Usage Types	Amount (Inc. GST)
Monthly Access Fee	\$143.00
Standard Local Landline Calls	Included
Calls to National Landline Numbers	Included
Calls to Australian Mobile numbers	Included
Calls To International Numbers	Destinations priced individually – see website/call 1300 835 262
Calls 13/1300 within Australia	First 100 calls included – then 38c per call
Calls 019 within Australia	36c per call
Landline Originated SMS	33c per message
Cancellation/Termination Fee	\$10 incl GST multiplied by the remaining months of the contracted term
Excess Usage	Applicable – please see "Other Information" below

### Total Minimum Cost:

The minimum monthly charge is \$143.00 plus any pro rata charges, worked out as a fraction based on how many days in the month are left from the time you joined us, plus one month's rental in advance.

The total minimum cost is \$1,716.00 over the contracted term– including GST.

Should you cancel/terminate your services within the contract term and out of the 10-business day cooling off period, a Cancellation/Termination Fee of \$10 multiplied by the remaining months of the contracted term applies - per service.

### Other Information (if not already specified):

- Timed calls are billed in thirty- second (30 sec) increments.
- Fair Use Policy is applicable on this plan.
- Excess Use - More than 500(any duration) Local Calls "or", 1000 minutes of national/mobile calls- per month- or both. Refer website for full T&C's.

### Additional Terms of Service:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- An Early Termination Fee (ETF) of \$10 multiplied by the remaining months of the contracted term applies - for premature cancellation of services.
- A monthly charge of \$3.30 Inc. GST applies for Paper Bills.
- For any additional details about your plan, please refer to our website for full rates, terms and conditions.

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### New Line Connection charges:

Few consumers may incur new line or connection charges. Please refer to information on charges below:

Type	Amount (Inc. GST)
Telephone Line without a technician visit	\$59
Telephone Line with a technician visit	\$125
New Telephone Line connection/telephone line connection with a technician visit and cabling work	\$299

### Assistance

For any assistance with any of the above and /or clarifications on your service, usage, billing, technical support, pre or post sales enquires please visit [www.telcoblue.com.au](http://www.telcoblue.com.au) or call us/request a call back on 1300 835 262 on all business days, between:

**Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### Telcoblue Customer Care contact details:

Phone: 1300 835 262  
Email: [contact@telcoblue.com.au](mailto:contact@telcoblue.com.au)  
Fax: 1300 733 393  
Online: [www.telcoblue.com.au](http://www.telcoblue.com.au)  
Postal: Locked Bag 3, South Melbourne VIC 3205.

### Internal disputes

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.telcoblue.com.au>

### TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
Fax: 1800 630 614  
Online: [www.tio.com.au](http://www.tio.com.au)  
Postal: PO Box 267, Collins Street West, VIC 8007.  
Contact hours: 9am to 5:30pm (AEST) Monday to Friday