

Critical Information Summary

Telcoblue \$ 16.50 1800 Inbound Plan 1st July 2015

Information about the service

The \$16.50 Plan is a single PSTN 1800 Inbound 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.

This is a strictly Post Paid plan only and services are offered on month on month basis

Terms of Service

Category	Description
Contract Term & Implications	Services are Non-Contracted i.e. there is no minimum term. 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	\$16.50
Inbound Local Calls	9c per min - 20 Mins calling included
Inbound National Calls	12c per min
Inbound Australian Mobile Calls	20c per min
Calls To International Numbers	Destinations priced individually – see website/call 1300 835 262
Call forwarding to Australian Mobile	43c per call
Calls 13/1300 within Australia	Not applicable on this plan
Calls 019 within Australia	Not applicable on this plan
Cancellation/Termination	Not applicable on this plan
Excess Usage	Not applicable on this plan

Call Calculations:

A standard 2-minute Call from a Local Number will cost - \$0.18c, i.e. 9c X 2 mins.

A standard 2-minute Call from a National Number will cost - \$0.24c, i.e. 12c X 2 mins

A standard 2-minute Call from a Mobile Number will cost - i.e. \$0.40c, i.e. 20c X 2 mins.

Total Minimum Cost:

The minimum monthly charge equals the monthly access fee of \$16.50 for as long as the connection remains active with us.

Other Information (if not already specified):

- Timed calls are billed in one - second (1 sec) increments.
- Terms & Conditions apply as explicitly stated here, for additional information call Customer Helpdesk.

Additional Terms of Service

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- There are no fees/costs/ charges, cancellation/termination/exit Fees, for cancelling the 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.

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 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.om.au
Fax: 1300 733 393
Online: 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
Fax: 1800 630 614
Online: www.tio.com.au
Postal: PO Box 267, Collins Street West, VIC 8007.
Contact hours: 9am to 5:30pm (AEST) Monday to Friday