

# Critical Information Summary

## Telcoblue \$ 65.00 6<sup>th</sup> Month Bonus Plan 1<sup>st</sup> July 2015

### Information about the service

The \$65.00 Plan is a single PSTN landline telephone service for business consumers, offering unlimited Local & National calls within regular Business Hours i.e. 9am – 6p.m (Monday to Friday) 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 24 months(Two Year 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	\$65.00
Standard Local Landline Calls	Included - (Chargeable Outside Business Hours & Weekends - 20c per call)
Calls to National Landline Numbers	Included - (Chargeable Outside Business Hours & Weekends - 20c per min + 20c connection)
Calls to Australian Mobile numbers	30c per min + 20c connection
Calls To International Numbers	Destinations priced individually – see website/call 1300 835 262
Calls 13/1300 within Australia	50c per call
Calls 019 within Australia	40c per call
Landline Originated SMS	25c per message
Cancellation/Termination Fee	\$99 fixed including GST
Excess Usage	Applicable – please see "Other Information" below

### Total Minimum Cost:

The minimum monthly charge is \$65.00 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 \$1,560.00 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 \$99 including GST 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
- Local /National calls are chargeable outside Business Hours and on weekends see above" Information about the service". All Call Categories not included within the Monthly Allowance are chargeable as per prevailing Co' rates.
- Monthly Charges of \$65 are waived of for the 6<sup>th</sup> Invoice for timely payments on 5 previous invoices/bills.
- An Early Termination Fee (ETF) of \$99 including GST applies, per service - 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.

### 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