

Critical Information Summary

Telcoblu \$86.90 Untimed Plan 1st July 2015

Information about the service

The \$86.90 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 | \$86.90 |
| Standard Local Landline Calls | Included |
| Calls to National Landline Numbers | Included |
| Calls to Australian Mobile numbers | 25c per call |
| Calls To International Numbers | Destinations priced individually – see website/call 1300 835 262 |
| Calls 13/1300 within Australia | 38c per call |
| Calls 019 within Australia | 36c per call |
| Landline Originated SMS | 33c per message |
| Cancellation/Termination Fee | \$8.69 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 \$86.90 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 \$1,042.80 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 \$8.96 including GST 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 \$8.69 including GST 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.

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.com.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