

Critical Information Summary

Telcoblue \$ 508.36 ISDN Flexi Pay 10 Plan 1st July 2015

Information about the service

The \$508.36 Plan is a Decca Connection (10 Connections) Integrated Services Digital Network (ISDN) digital 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	\$508.36
Standard Local Landline Calls	12c per call
Calls to National Landline Numbers	9c per min +10c connection fee
Calls to Australian Mobile numbers	28c per min +10c connection fee
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 call
Cancellation/Termination	Not applicable on this plan
Excess Usage	Not applicable on this plan

Call Calculations:

A standard 2-minute Local call will cost will cost - \$0.24c, i.e. 12c X 2 mins.

A standard 2-minute National Call will cost \$0.28c - i.e. 9c X 2 mins = 18c + 10c connection fee.

A standard 2-minute Australian Mobile call will cost \$0.66c - i.e. 28c X 2 mins = 56c + 10c connection fee.

Total Minimum Cost:

The minimum monthly charge equals the monthly access fee of \$508.36 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