

# Critical Information Summary

## Telcoblue \$219.99 ISDN 2 Business Plan 1<sup>st</sup> July 2015

### Information about the service

The \$219.99 Plan is a Dual Connection (2 Connections) Integrated Services Digital Network (ISDN) digital landline telephone service for business consumers, offering various calling options (including \$300 call value/pm), 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 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	\$219.99
Standard Local Landline Calls	16c per call (\$100 call value included)
Calls to National Landline Numbers	12c per min +12c connection fee (\$100 call value included)
Calls to Australian Mobile numbers	32c per min +20c connection fee (\$100 call value included)
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	\$13.19 multiplied by the numbers of months remaining in the contract term.
Excess Usage	Not applicable on this plan

### Call Calculations:

A standard 2-minute Local call will cost will cost - \$0.32c, i.e. 16c X 2 mins.

A standard 2-minute National Call will cost \$0.36c - i.e. 12c X 2 mins = 24c + 12c connection fee.

A standard 2-minute Australian Mobile call will cost \$0.84c - i.e. 32c X 2 mins = 64c + 20c connection fee.

### Total Minimum Cost:

The minimum monthly charge is \$219.99 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 \$5,275.74 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 \$39.99 multiplied by the numbers of months remaining in the contract term including GST applies - per service.

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

- Timed calls are billed in thirty - second (30 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](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.om.au](mailto:contact@telcoblue.om.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