

# Critical Information Summary

## \$19.95 NBN Fibre Phone Plan

1<sup>st</sup> June 2016

### Information about the Service:

The \$19.95 Plan is a NBN VOIP Data Voice Call service for Domestic and Medium Scale Enterprise consumers, offering various calling options, specified in our Standard Form of Agreement; SFOA. It is not part of a product bundle and includes a NBN compatible Wi-Fi Modem/Router.

Data Usage options are entirely disabled for this plan. You must arrange/connect your own NBN ready handset/s.

### Terms of Service:

Category	Description
Contract Terms & Implications	Services are contracted for a Minimum Term of 24 Months(Two Years Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates extended, if any.
Hardware	Includes a 4 port Wi-Fi Modem Customers/Subscribers' require to arrange and connect their own handsets to utilize the services.
Data Limit	Not Applicable on this plan.
Inclusions	Includes monthly line rental, an NBN compatible modem/router, GST, Voice Message Retrieval, Caller ID Display & dialing 1800 Numbers in Australia.
Exclusions	Data Access options are excluded.

### Information about Pricing:

Usage Types	Amount (inc. GST)
Monthly Access Fee	\$19.95
Total Minimum Cost over 24 Months	\$577.80 – includes \$99.00 one-time set-up fee
Maximum Monthly Charges	Depends on the number and type of calls, made, that are not included in the monthly access fee
Standard Local Landline Calls	Included
Calls to National Landline Numbers	Included
Calls to Australian Mobile Numbers	30c per min
Calls 13/1300 within Australia	40c per call
Cancellation/Termination Fee	\$99.00 including GST–per service

- Offer Available to approved customers.
- Services are provided under our Terms Of Business – please see our website.
- The One time Set-up fee of \$99.00 mentioned above is added on your first months invoice.
- Pro Rata charges are worked out as a fraction based on how many days in the month are left from the time that you joined us plus one month's rental in advance.
- Early Termination Fees apply; except during any applicable cooling off period.
- Should you cancel/terminate your services within the contract term and out of the 10 business days cooling off period, an Early Termination Fee – “ETF” of \$99 applies – per service.

- A monthly charge of \$2.95 Inc. GST applies for Paper Bills.
- A Monthly charge of \$2.00 Inc. GST applies for Non Direct – Debit payments.
- To qualify for this plan you must be Legal Lessee of the telephone line.

### 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 <http://www.telcotalk.com.au>, or call us/request a call back on 1300 835 268

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday, Sunday & Public Holidays:** Closed

### Telco Talk Customer Care contact details:

Phone: 1300 835 268  
Email: [care@email.telcotalk.com.au](mailto:care@email.telcotalk.com.au)  
Fax: 03 9012 7952  
Online: [www.telcotalk.com.au](http://www.telcotalk.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.telcotalk.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.