

Critical Information Summary



VoIP Handsets

1st Jan 2017

ABN 31 155 359 541

Information about the service:

Our VoIP Telephone Services brings the convenience of Broadband Internet Telephony, for Residential and Small Business subscribers. Services are available for all approved customers and specified in our Standard Form of Agreement; SFOA. To qualify for this plan you must be the legal lessee of the telephone line.

Services are standalone and may be with bundled different Call Plans or other compatible offers. Customers require to install the VoIP Handset supplied with their connection to utilize the services.

Service Description – Handsets' & Plans:



Basic Cordless

VoIP Basic Cordless Phone

\$10 per month

\$240 Total Minimum cost over 24 months



Standard Cordless

VoIP Standard Cordless Phone

\$12 per month

\$288 Total Minimum cost over 24 months



Standard Desktop

VoIP Standard Desktop Phone

\$12 per month

\$288 Total Minimum cost over 24 months



Premium Desktop

VoIP Premium Desktop Phone

\$25 per month

\$600 Total Minimum cost over 24 months

Terms of Service:

Category	Description
Contract Term & Implications	Services are contracted for a Minimum Term of 24 months. Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
Hardware	A VoIP Handset is included and supplied as part of the Plan package. Customers/Subscribers require to connect the supplied handset/s to utilize the services.
Inclusions	Plan includes Line Rental charges & GST, facility to Port-in existing number(s), transfers from Voice-mail to E-mail, Complimentary Hunt Group, Disaster Recovery (Call Forwarding when unreachable) and Speed Dial Codes.
Exclusions	Fax Support, Dial up Modem or other analogue data calls (e.g. EFTPOS, HICAPS), Back to Base alarms and other monitoring systems using phone lines or similar functions, Tele-marketing/Call Centre features or similar functions.

Information about Pricing:

Plan Items	Description
Total Minimum Cost	The total minimum cost equals to the monthly plan rentals multiplied by 24 Months provided no extra charges are incurred for services not included in the standard plan fee
Additional Handsets	<ul style="list-style-type: none">Basic Cordless Phone: \$6 per month (Cordless Handset only)Standard Cordless Phone: \$10 per monthStandard Desktop Phone: \$10 per monthPremium Desktop Phone: \$25 per month
Pro Rata charges	Apply and are 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
Early Termination Fee ¹	Months remaining multiplied by the monthly access fee per service.
Paper Bill Fee	A monthly charge of \$2.95 Inc. GST applies for Paper Bills
Non Direct Debit Fee	A monthly charge of \$2 Inc. GST applies for non-direct debit payment

- ¹Early 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 day cooling off period, an Early Termination Fee equal to the months remaining multiplied by the monthly access fee—per service—applies
- For a full list of services, call costs, additional costs applicable(if any) please call or visit our website.

Other Information:

For any additional information and details about Handsets, Call Plans & Summary of services call our trained consultants on 1300 835 268 or visit our website.

Customer Care Contact Details:

Phone:	1300 835 268
Email:	care@email.telcotalk.com.au
Fax:	03 9012 7952
Online:	www.telcotalk.com.au
Postal Address:	Locked Bag 3, South Melbourne VIC 3205
Contact Hours:	Monday to Friday: 8am to 7pm (AEST) Saturday, Sunday & Public Holidays: Closed

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: www.telcotalk.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 Address:	PO Box 267, Collins Street West, VIC, 8007
Contact Hours:	9am to 5:30pm (AEST) Monday to Friday