

# Critical Information Summary

## TelcoTalk \$119.95 Premium Bundle Plan 1<sup>st</sup> November 2015

### Information about the service

The \$119.95 Plan is a single Landline telephone plus ADSL2+/ADSL service for residential and business subscribers, offering various calling options and Unlimited Data access with services available for approved customers.

It is a part of a product bundle; you must arrange/connect your own handset/s and install the supplied modem to utilize the services.

### 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	Includes 4 port Wi-Fi Modem. Customers/Subscribers require to arrange and connect their own handset/s to utilize the services.
Data Limit	Unlimited Data use – No limits apply
Inclusions	This plan includes Line Rental charges, One-time Set-up fee & GST.
Exclusions	Unlimited Calling options within Australia.

### Information about Pricing:

Usage Types	Amount (Inc. GST)
Monthly Access Fee	\$119.95*–Metro Customers (Zone1) & \$129.95** – Regional Customers (Zone 2)
Total Minimum Cost over 24 Months	*\$2,947.80 - Metro Customers (Zone 1) & **\$3,187.80 - Regional Customers (Zone 2) – includes \$69.00 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
Pro Rata Charges	Apply - for contracted plans
Standard Local Landline Calls	Included
Calls to National Landline Numbers	Included
Calls to Australian Mobile numbers	Included
Calls To International Numbers	Destinations priced individually – see website/call 1300 835 268
International Bolt -On	Included – Unlimited dialling *Top 11 international Destinations – see list below
Calls 13/1300 within Australia	40c per call
Cancellation/Termination Fee	\$199.00 including GST–per service
Excess Usage	Not Applicable on this plan – Unrestricted Access
Data Shaping/Charges	Not Applicable on this plan – Unrestricted Access

- The One time Set-up fee mentioned above is added on your first months invoice.
- Pro Rata charges apply for contracted plans only & 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.
- International Bolt-On for Unlimited Calls to our \*Top 11 destinations including Canada, China, France, Germany, Hong Kong, India, Malaysia, Singapore, Taiwan, U.K, U.S.A is included in monthly plan fee.
- Cancellation/Termination Fee applies for contracted plans only.
- For any additional details about your plan, please refer to our website for full rates, terms and conditions.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 835 268

### TelcoTalk 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.

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday, Sunday and 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:

<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.

Contact hours: 9am to 5:30pm (AEST) Monday to Friday