

Critical Information Summary

TelcoTalk \$79.95 Basic Bundle Plan 1st November 2015

Information about the service

The \$79.95 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	\$79.95* – Metro Customers (Zone1) & \$89.95** – Regional Customers (Zone 2)
Total Minimum Cost over 24 Months	*\$1,987.80 - Metro Customers (Zone 1) & **\$2,227.80 - 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	33c per call
Calls to National Landline Numbers	99c per call
Calls to Australian Mobile numbers	99c per call
Calls To International Numbers	Destinations priced individually – see website/call 1300 835 268
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.
- 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

Fax: 03 9012 7952

Online: 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

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