

CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time.

Super NBN Broadband

INFORMATION ABOUT THE SERVICE

A fixed line plan with a monthly access fee.

This plan is only available to business customers and will support standard PSTN fixed lines and ISDN 2 services.

More Information About the Service

This offer is unbundled.

Hardware & Equipment

There is no hardware or equipment associated with this offer.

Minimum Term

This plan is only available on a 24 month contract.

What's Included

This plan includes your monthly line rental charge, unlimited local and standard national calls.

What's Excluded

If you use any of the following services additional charges will apply: calls to mobiles, calls to satellite services, value added services, operator assisted/directory assistance or Sensis® calls, 13/1300 calls, premium content calls (e.g. to 19 numbers) or calls to international numbers.

INFORMATION ABOUT PRICING

Monthly Access Fee

Your minimum monthly charge is \$59.95 (for a PSTN service) and \$134.95 (for an ISDN 2 service). This charge includes line rental and calls to local and standard national numbers. If you make calls to other numbers, or you have extra services activated on your fixed line service (such as Line Hunt or Calling Number Display) you will have to pay more than \$59.95 (for a PSTN service) and \$134.95 (for an ISDN 2 service).

The minimum total cost is \$1,438.80 for a standard fixed line and \$3,238.80 for an ISDN 2.

Early Termination

The maximum early termination charge (ETC) for this plan is \$480.00 (for a PSTN service) and \$960.00 (for an ISDN 2 service). This is calculated by multiplying the plans ETC base rate by 24 (the number of months in the contract). The ETC base rate that applies to this plan is \$20.00 (for a standard fixed line service) and \$40 (for an ISDN 2 service).

Example: If you cancel your standard fixed line service 12 months into your 24 month contract, your early termination fee would be \$20.00 (ETC base rate) x 12 (months remaining) = \$240.00.

If you cancel your plan or move to another plan with a lower monthly access fee before your contract term has ended, you will have to pay an early termination charge.

Fees & Charges

The following rates will apply to calls made. All timed calls are charged in one second increments:

- Calls to mobiles (within Australia) will be charged at \$0.20 per minute with a minimum call charge of \$0.20 per call.
- Calls to 1300/13 numbers will be charged at \$0.44 per call.

On this plan

- A 2 minute standard national call will have no charge.
- A 2 minute standard national mobile call will cost \$0.40.

For details of international call rates please visit the relevant website or contact our customer centre details of which are listed at the bottom of this document.

Connection Charges

Installation charges apply when connecting a new service. The connection charge will vary depending on whether a technician is required to attend the site to complete the connection and if cabling work is required.

OTHER INFORMATION

Connection and Restoration Timeframes

Where you request a new connection we will endeavour to connect the service on the date requested. All service connections are subject to appointment availability.

The Customer Service Guarantee (CSG) sets out minimum performance standards in relation to fixed line service connection times, fault repair times and keeping appointments.

A copy of the (CSG) is accessible from the relevant website listed at the bottom of this document.

Other Services

We can provide you with a range of extra services on your fixed line service. Some services will attract additional fees.

Usage information

We recommend that you use our SmartCentre application to track your usage. It is available at our website. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s).

Billing

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll still receive a full month's call and data allowance.

Paper Invoice Charge

Paper invoices incur a fee of \$2.20 (including GST). Receiving your invoice via email does not incur a charge.

WE'RE HERE TO HELP

For More Information or Questions

We are committed to creating a culture where your feedback is encouraged, recognised and consistently captured. If you would like to provide us with feedback, ask for more information or make a complaint please phone our Customer Help Team on **1300 228 123**.

TIO

If you have raised a complaint with us and you are unsatisfied with our decision or the outcome, you are entitled to contact the Telecommunications Industry Ombudsmen (TIO). The TIO can be contacted on 1800 062 058 or log onto the website: www.tio.com.au.