



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Landline Corporate PSTN**

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid landline service. It gives you access to our network, a phone number, and lets you make and receive calls from your landline to other landlines and mobile phones

To receive this plan, you must have your Long Distance calls with us for the duration that we provide you this service.

### MINIMUM TERM

The minimum term of the plan is **12 months**. If you select a 12 month or 24 month term, it is a requirement that you pay your bill on the due date via direct debit.

### What's Included and Excluded?

The following calls are not included in your plan:

- **Calls to Local Numbers: 15¢ per call**
- **Calls to National Numbers: 11¢ Connection Fee + 11¢ per min - Capped at \$2.20 for 20mins, normal charges apply after this time**
- **Calls 13/1300 numbers: 36¢ per call**
- **Calls to Mobiles: 20¢ Connection Fee + 36¢ per minute**

Calls are charged in per second increments.

Additional charges apply for all other call types.

### Information about pricing.

Your minimum monthly charge is **\$39.95**

The minimum amount you'll pay over the **12 month term** is **\$479.40**

### CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see [www.myowntel.net.au](http://www.myowntel.net.au)

### CONNECTION CHARGES

A connection fee may apply to connect your business phone service if the service.

- **Existing telephone line without a technician visit \$77.00 approx**
- **Existing telephone line with a technician visit \$165.00 approx**
- **New telephone line connection \$330.00 with a technician visit and cabling work**

### EARLY TERMINATION

If you cancel your Plan on any service, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee multiplied by the months remaining in your contract term.

### OTHER CHARGES

- **Paper Statement Fee \$2.75 inc GST**
- **Direct Debit Dishonour Fee \$16.50 inc GST**
- **Credit Card Dishonour Fee \$11.00 inc GST**
- **Late Payment Fee \$16.50 inc GST**
- **Australia Post Payment Charge \$3.30 inc GST**

Statements are issued at the beginning of each month and accounts payable on or before the 15th of the month.

- Credit Card Surcharges are applicable:
- **Visa 1.8%**
- **MasterCard 1.8%**
- **American Express 4.5%**
- **Diners 3.5%**

Surcharges are not applicable if paying by:

- **Direct Debit from your bank account**
- **Bpay**

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on **1300 859 152**

Or you can visit us at [www.myowntel.net.au](http://www.myowntel.net.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.myowntel.net.au](http://www.myowntel.net.au) You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

All prices Inc GST

 1300 859 152

 [admin@myowntel.net.au](mailto:admin@myowntel.net.au)

 [www.myowntel.net.au](http://www.myowntel.net.au)