

# Critical Information Summary

## Telebyte \$49.95 Fixed Line Plan

1<sup>st</sup> June 2016

### Information about the service

The \$49.95 Plan is a Landline Telephone service for residential and business subscribers, offering various calling options with services available for approved customers, as specified in our Standard Form of Agreement; SFOA.

It is not part of a product bundle and you must arrange/connect your own handset/s 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. This offer is only available on a direct debit payment basis.
Hardware	Hardware is not included /supplied when signed up for this plan. Customers/Subscribers require to arrange and connect their own handset/s to utilize the services.
Data Limit	Voice Services Only - plan does not include data.
Inclusions	This plan includes Line Rental charges & GST.
Exclusions	Unlimited Calling within Australia and Data/MMS/Internet options. Expenses for calls to Back to Base Alarms, Unique Numbers of 1345 number series, 1900 numbers and Special Services within Australia.

### Information about Pricing:

Usage Types	Amount - Inc. GST
Monthly Access Fee	\$49.95
Total Minimum Cost over 24 Months	\$1,198.80
Maximum Monthly Charges	Depends on the number and type of calls, made, that are not included in the monthly access fee
Standard Local Landline Calls	Unlimited
Calls to National Landline Numbers	Unlimited
Calls to Australian Mobile numbers	99c per call
Calls To International Numbers	Destinations priced individually – see website/call 1300 307 024
Calls 13/1300 within Australia	40c per call
Cancellation/Termination Fee	\$199.00 or months remaining <b>X</b> monthly access fee–per service (lesser amount applies)

- 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
- Early 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 – "ETF" of \$199.00 or months remaining x monthly access fee–per service (lesser amount applies)
- A monthly charge of \$2.95 Inc. GST applies for Paper Bills
- A monthly charge of \$2 Inc. GST applies for non direct debit payment
- For any additional details about your plan, please refer to our website for full rates, terms and conditions.
- To qualify for this plan you must be the legal lessee of the telephone line.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 307 024.

### Telebyte Customer Care contact details:

Phone: 1300 307 024

Email: [info@email.telebyte.com.au](mailto:info@email.telebyte.com.au)

Fax: 03 8669 4425

Online: [www.telebyte.com.au](http://www.telebyte.com.au)

Postal: Locked Bag 3, South Melbourne, VIC 3205.

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### 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.telebyte.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.