

Critical Information Summary – Basic telephone service

INFORMATION ABOUT THE SERVICE

Your plan sets out the pricing that applies when you make and receive calls on your Basic Telephone Service.

Availability

You can choose a Business Telephone Line if you, are a business customer, are billed directly by us for access and local calls, and pre-select us for long distance, international calls and calls to mobiles. Under the Business Line plans you must pre-select us for long distance, international calls and calls to mobiles.

Minimum Term

There is no fixed or minimum term that applies to your Business Basic plan.

You are required to give us 1 full calendar month's notice before cancelling the service.

You will continue to be billed for the monthly fee and any call charges for the next calendar month.

Hardware

You need to supply your own telephone handset. A telephone handset can be purchased from us. If you need to purchase a telephone handset from us please email sales@businesstc.com.au.

INFORMATION ABOUT PRICING

Monthly charges

| Plan | Monthly Fee |
|--------------------------|-------------|
| Business Casual | \$36.36 |
| Business Basic | \$54.54 |
| Business Everyday | \$72.72 |

Please refer to the Plan details for the monthly fees and call charges for each plan.

Call Rates

| Plan | Business Casual | Business Basic | Business Everyday |
|--|--|--|--|
| Local | \$0.13 per call | Included in Monthly charge | Included in Monthly charge |
| National | \$0.13 per call | \$0.13 per call | Included in Monthly charge |
| Calls to 019 numbers | \$0.13 per call | Included in Monthly charge | Included in Monthly charge |
| Calls to 13 / 1300 / Security numbers | \$ 0.38 per call | \$ 0.38 per call | \$ 0.38 per call |
| Calls to 1194 & 1196 (Time & Weather) | \$0.38 per call | \$ 0.38 per call | \$ 0.38 per call |
| 1223 Directory Assistance | \$1.50 per call | \$1.50 per call | \$1.50 per call |
| 1225 Directory Assistance | \$3.50 per call | \$3.50 per call | \$3.50 per call |
| Australian Mobiles | \$0.25 /minute (first minute then charged in 30 second increments) | \$0.25 /minute (first minute then charged in 30 second increments) | \$0.25 /minute (first minute then charged in 30 second increments) |

OTHER INFORMATION

Connection timeframes Once we've accepted your application we'll try to connect your Basic Telephone Service on the date you ask for but this might not always be possible. If there has been a previous working phone service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between then we aim to connect the service within 2 working days of your request. If this is not possible then we aim to connect your service within 5 to 15 working days, depending on your location.



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Set up and installation fees

Fixed Phone

If a technician is required to connect your Fixed Phone, the following connection fees apply:

- telephone line with a technician visit \$125;
- new telephone line connection and/or cabling work \$299.

Separate charges apply for each additional connection point at the same property and for more complex connections.

Set up and installation fees

For new fixed broadband customers a \$225 activation fee applies to get you up and running.

You can usually self install your broadband service at no charge.

Occasionally, we may need to visit your premises to install your service, such as when:

- you have a PABX or complex phone service
- you have more than 4 phone outlets on the same phone line
- your phone line has a central splitter
- your phone line is used for a back-to-base-alarm system
- you require additional outlets.

If we need to visit your premises to install your broadband service, we will charge you a once-off Standard Professional Installation Fee of \$225 which includes us preparing your broadband service for installation

and connecting your router to the broadband service and one computer.

You may be charged more than this for a non-standard installation, but we will provide you with a quote for the work before it's carried out.

Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

Transferring to the National Broadband Network (nbn™)

Your Plan term could overlap with the rollout of the nbn™.

If you wish to transfer to the nbn™ with Business Technology Centre, please contact us.

If you don't wish to transfer to the nbn™ we'll continue to provide your service up until the date on which we're required to disconnect it as part of the migration to the nbn™, when we'll cancel your service and your access to existing networks.

Billing

The figures in this Critical Information

Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your Plan part way through a billing period.

Your monthly bill generated at the beginning of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

Important information about your first bill

When you first start a plan or change your Plan part way through a billing period, your first bill will include your minimum monthly charge in advance.

It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

You'll receive a full month's data allowance.

Manage your service online

We will provide you access to our Customer Portal to view your bills online 24 hours a day, 7 days a week.

We will send you an email notification when your account usage reaches an estimated 50%, 75%, 100%, 100% plus of your Plan's included data usage for the current billing cycle.

For more information please visit businessstc.com

Support

Support is available during business hours - 8:30 am to 5:00 pm Monday to Friday (excluding public holidays).

If you have a fault with your broadband service, please restart your modem prior to contacting us.

Once you have restarted your modem, and your service is still not working, please contact us on 0747595000 or email support@businessstc.com.au

Please note: if we find that the fault is with your equipment, fee for service rates will apply.

Our fee for service rates can be found here. <http://businessstc.com/ffs>

Complaints.

All complaints are to send to accounts@businessstc.com.au.

We will respond to your complaint within 7 working days.

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058.