

CRITICAL INFORMATION SUMMARY

Information about the service

Here's a quick summary of all the important bits about your **NBN Voice Only \$50** plan.

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

MINIMUM TERM

This plan has 12 month minimum term.

What's Included and Excluded?

Call Charges

- **Local Calls 20c per call**
- **National Calls 20c per minute**
- **Telstra Mobile Calls 37c per minute**
- **F2M-Other 37c per min + 45c connection fee**
- **13/1300 calls 40c per call**

Extra line Features are charged on top of the plan and can be viewed at

www.primetelecom.com.au/other-charges.html

Calls are charged in 30 second increments.

STANDARD 2 MINUTE CALL CHARGES

Local Calls	A 2 minute standard call will cost you \$0.20 (20¢ per call)
National Calls	A 2 minute standard call will cost you \$0.40 (20¢ per min)
Telstra Mobiles	A 2 minute standard call will cost you \$0.74 (37¢ per minute and no connection fee) Calls charged in 30 second increments.
F2M-Other	A 2 minute standard call will cost you \$1.19 (37¢ per minute and 45c connection fee) Calls charged in 30 second increments.

CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged in 30 second increments. For all international call rates, see

www.primetelecom.com.au/international-call-rates.html

CONNECTION CHARGES

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

- **Existing telephone line without a technician visit \$72.57**
- **Existing telephone line with a technician visit \$153.75**
- **New telephone line connection \$367.77 with a technician visit and cabling work**

Information about pricing

Your minimum monthly charge is **\$50**

The Minimum amount you'll pay over the 12 months is \$600. Early Termination Fee (ETF) is the plan fee times the remaining months left of the contract.

All Pricing Includes GST.

Other Information

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, but this might not always be possible.

If there has been a previous working home phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

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.

SILENT LINE

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for a Silent Line. You'll be charged \$3.60 per month.

WE'RE HERE TO HELP

If you have any questions, just call us on **1 300 884 901** so we can serve you better.

Or you can visit us at www.primetelecom.com.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.primetelecom.com.au/company-policies.html?id=255

You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>