

# Critical Information Summary

Standalone PSTN Plans - 1<sup>st</sup> November, 2018



## Information about the Service:

IF Telecom Standalone PSTN (Copper-wire) range of Home Phone plans provides you with a traditional landline telephone service with a monthly access fee, available to residential customers including Line-rental. (Handset is not included)

The service may be relocated to another address but we cannot guarantee that your number will be transferrable. The service is available as a stand-alone product or as part of a bundled package. This is not a priority assistance product.

Please be advised that we can only offer our services at low prices if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with us to any of our offers, you agree to waive your rights under the CSG. For more information about CSG, please go to [www.iftelecom.com.au/CSG](http://www.iftelecom.com.au/CSG)

## Requirements & Availability:

The installation address for the service must have an existing physical telephone line with existing cabling. You will require a standard telephone handset (not included) to connect to the service. Disconnection of the service within the term of the agreement (but not during the 10-business day cooling off period) will attract an Early Termination Fee. Value added services (such as message bank, caller ID etc) will attract additional monthly fees added to your bill. Monthly invoices will be delivered either by post or electronically (you will need to supply us with a valid email address).

This service is available for approved residential customers, as specified in our Standard Form of Agreement; SFOA.

## Minimum Monthly Plan Fee:

**Note:** See Plan Features & Inclusions below:

Usage Type	Usage Category and amount(inc. GST)					
Monthly Plan Fee	\$35.95	\$50.95	\$55.95	\$69.95	\$79.95	\$99.95
Line Rental Charges	Included	Included	Included	Included	Included	Included
Local Call Charges	33c per call	Included	Included	Included	Included	Included
National Call Charges	15c per min	15c per min	Included	Included	Included	Included
Mobile Call Charges	15c per min	15c per min	15c per min	250 minutes Included @15c Per-Min. Post Free Minutes expiry	500 minutes Included @15c Per-Min. Post Free Minutes expiry	1000 minutes Included @15c Per-Min. Post Free Minutes expiry
13/1300 Call Charges	40c per call					
1900 & Premium Call Charges	Charges vary - check before dialing					
International Call Charges	Destinations priced individually - Check website/Call: 1800 436 659					
Maximum Monthly Charges	Depends on the number and type of calls made, not included in the plan					
Early Termination Fee	\$199.00 or months remaining multiplied by monthly access fee-per service (lesser amount applies)					
Non Direct-Debit Fee	\$5.00 – per month multiplied by 24 months(Contract Duration)					
Total Minimum Cost	\$862.80 Over 24 Months	\$1,222.80 Over 24 Months	\$1,342.80 Over 24 Months	\$1,678.80 Over 24 Months	\$1,918.80 Over 24 Months	\$2,398.80 Over 24 Months

## Plan Features & Inclusions:

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 is not included /supplied when signed up for this plan.

Customers/Subscribers are required to arrange and connect their own handset/s to utilize the services. This is a Voice Only service. For Data Access Options please refer to our Data Plans and Bundle Plans.

The Plan includes Line Rental Charges and GST, but excludes Unlimited Calling within Australia and Data/MMS/Internet options. Additional Expenses apply for calls to Back to Base Alarms, Unique Numbers of 1345 number series, 1900 numbers and Special Services within Australia. Please understand the Free Minutes included when calling Australian Mobile numbers and subsequent charges applicable.

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 (ETF) apply; except during any applicable cooling off period and after the term of the agreement and after the term of the agreement. 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 or months remaining multiplied by monthly access fee per service (lesser amount applies), stated in the pricing table above

A monthly charge of \$2.95 Inc. GST applies for Paper Bills

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

**Billing, early termination, and cancellation policy:** All our plans are billed in advance via fixed date billing every month. These products are based on a 24-month agreement. Monthly invoices are issued via email only, payable by direct debit via credit or debit card (Visa, MasterCard, AMEX, or Diners) or bank account. A 3% surcharge will apply for all AMEX or Diners transactions. A \$19.95 late payment fee will be charged for any late payments. If you choose to receive your monthly account by post, a printed bill has a charge of \$2.95 per bill. The payment date is 14 days from the invoice issue date. No pro-rata credits or refunds are offered for any accounts. If you cancel your service with us (once the cool off period has expired) during the 24-month term, an early termination fee of \$199.00 or months remaining multiplied by monthly access fee–per service applies. (Lesser amount applies).

**Other Fees & charges:** Depending on the IF Telecom service, at times there may be a need for additional fees and charges. Specifically, an additional fee or charge could be applied where an incorrect call out is made. An example of that is where a Customer incorrectly requests us to arrange for a technician to visit premises or remotely diagnose a service were no fault or issue is found or the issue is found beyond the network boundary point.

A comprehensive outline of additional fees and charges is located on our website: [www.iftelecom.com.au/fees-and-charges](http://www.iftelecom.com.au/fees-and-charges)

## Contact Us:

You can contact us and even get an update on your usage at [care@email.iftelecom.com.au](mailto:care@email.iftelecom.com.au) or phone us on 1800 436 659 between 8am to 7pm Monday to Friday and between 9am to 6pm on Saturdays and Public Holidays. You can leave messages on Sunday and we will contact you on the next business day.

If you have any concerns or complaints, you can access our complaints handling process by calling us or at [www.iftelecom.com.au/downloads/policies/Complaint\\_Handling\\_Process\\_Summary.pdf](http://www.iftelecom.com.au/downloads/policies/Complaint_Handling_Process_Summary.pdf)

You can also contact the Telecommunications Industry Ombudsman (T.I.O) at [www.fio.com.au](http://www.fio.com.au)