

# Critical Information Summary

## ISDN 10/20/30 Multiline Services - \$3,000+ 1<sup>st</sup> June 2016

### Information about the Service:

ISDN 10/20/30 Multiline Services (\$3,000+ per month) plan summary explains all the important clauses and modalities about your multiline/channel ISDN Services.

This document outlines the length of your contract, monthly and total payout based on the total number of channels subscribed. Multiline services are only available in selected exchanges only.

Customers are required to arrange and setup their own hardware to utilize the services

### Terms of Service:

Category	Description
Contract Term & Implications	Services are Non Contracted - No Minimum Term is applicable Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
Hardware	Hardware is not included /supplied when signed up for this plan. Customers/Subscribers require to arrange and setup their own hardware 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.

### Information about Pricing:

Usage Type	Amount(inc. GST)
Monthly Access Fee	<b>\$15.18</b> - (Per channel), Multiline is only available in certain areas
Total Minimum Cost	Multiline <b>10 Channel</b> monthly rental - \$151.80 Multiline <b>20 Channel</b> monthly rental - \$303.60 Multiline <b>30 Channel</b> monthly rental - \$455.40
Maximum Monthly Charges	Depends on the number of chargeable calls, made, that are not included in the monthly access fee
Pro Rata Charges	Apply - for all plan categories
Data Included	Voice Plan Only
Standard Local Landline Calls	08c per call
Calls to National Landline Numbers	08c per min
Calls to Australian Mobile numbers	19c per min
Calls To International Numbers	Destinations priced individually(per min. block) – see website/call 1800 436 659
Calls 13/1300 within Australia	0c per min + 35c Flagfall
Cancellation/Termination Fee	Termination Fees/Cancellation Charges donot apply

- In order to activate the service, all addresses must be qualified for, service access, which means that a presales qualification will be carried out before the order is processed.
- 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/ Cancellation Charges are not applicable for this product.
- The monthly charge depends on the number of channels per service and is only available in an on - net area.
- This service uses Optus as the carrier. IF Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Optus. For further information on the Optus network please visit <https://www.optus.com.au/about/network>
- 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.
- A connection charge may apply and prices vary. Please contact the If Telecom Customer Care team on 1800 436 659 to confirm.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1800 436 659

### If Telecom Customer Care contact details:

Phone: 1800 436 659

Email: [care@email.iftelecom.com.au](mailto:care@email.iftelecom.com.au)

Fax: 1300 654 574

Online: [www.iftelecom.com.au](http://www.iftelecom.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.iftelecom.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.