

# Critical Information Summary

ISDN 10/20/30 Multiline Services Plans (TELSTRA) – 1<sup>st</sup> November, 2018



## Information about the Service:

ISDN 10/20/30 Multiline Services, (< \$1,000, \$1,000-2,999 and \$3,000+ per month) plans and information summary explains all the important clauses and modalities about your multiline/ channel ISDN Services. This document outlines the length of your contract (if applicable), monthly and total payout based on the total number of channels subscribed.

Multiline services are available at selected exchanges only. Customers are required to arrange and setup their own hardware to utilize the services. These are Voice Only services - Data options are completely disabled for all plan categories. All plans include Line Rental charges & GST but specifically exclude Unlimited Calling rights and Data/MMS/Internet options within Australia.

\*Services are Non Contracted i.e. - No Minimum Term is applicable.

**PLEASE NOTE:** Pro Rata Charges Apply - for all plan categories.

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.php](http://www.iftelecom.com.au/CSG.php)

## Minimum Monthly Plan Fee:

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

Monthly Spend	<\$1,000 – per month	\$1,000 – 2,999 –per month	\$3,000+ – per month
Multiline 10 channel	\$292.90	\$292.90	\$292.90
Multiline 20 channel	\$585.75	\$585.75	\$585.75
Multiline 30 channel	\$878.40	\$878.40	\$878.40
Local Call Rate(untimed)	15c – per call	13c – per call	11c – per call
National Call Rates (billing.)	11c – per min	10c – per min	09c – per min
National Call(Connection fee)	No Charges	No Charges	No Charges
National Call (Billing increments)	1-sec increments	1-sec increments	1-sec increments
Mobile Call Rates (billing.)	23c – per min	21c – per min	19c – per min
Mobile Call(Connection fee)	No Charges	No Charges	No Charges
Mobile Call (Billing increments)	1-sec increments	1-sec increments	1-sec increments
Calls to Top 10 International Destinations	10c – per min	10c – per min	10c – per min
Calls to 13/1300 Numbers	35c – per call	35c – per call	35c – per call

**NOTE:** All prices stated above include GST. Calls to other international destinations and 1900 numbers are charged at a higher rate. Credit approved business owners only. Applicants must be at least 21 years of age and Australian residents. All terms and conditions detailed in the If Telecom Standard Form of Agreement (SFOA) apply. The detailed SFOA can be found on the Policies page of this website.

## Plan Features & Inclusions:

Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.

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

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 Telstra as the carrier. IF Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra. For further information on the Telstra network, please visit: <https://telstra.com.au>.

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 additional/applicable charges.

## Other Fees & charges:

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.tio.com.au](http://www.tio.com.au)