



## Critical Information Summary

### Information about the service

#### Description of the service

Your **FlexiTalk Extreme** plan offers a VoIP phone service (which uses broadband internet in place of the original PSTN copper lines), and includes a monthly call allowance that can be used to make and receive calls.

#### Bundling arrangements

You don't need to bundle this plan with any other Switched On service. However, you might be able to get additional discounts if you have another Switched On Service.

#### Mandatory components

You must have a dedicated telephone line and an active high-speed broadband connection for this service to work. This service is not conditional on you having a phone line or broadband service with us and equally the phone line rental and broadband service is not included in this plan. You will require a modem/router for this service which must be compatible with the Switched On Australia network (and is not locked or restricted to another network provider). You may also require a VoIP enabled telephone handset or VoIP adaptor (ATA) to connect your VoIP service. The monthly fee does not include the cost for this equipment but you may purchase a modem/router and/or VoIP phone adaptor from us at an additional cost. Please contact us for further information.

#### Minimum term

This service is available on a **24 month** minimum term.

#### What's included?

This plan includes the following monthly inclusions for use within Australia, at **no additional charge**:

- **\$25 - Monthly Call Allowance** which can be used for local and national calls, calls to Australian mobile numbers, and international numbers.
- Calls to others on the same Switched On VoIP network

Your unused Monthly Call Allowance expires each month. Charges will apply once your monthly call quota has been reached. **The main charges are:**

- Local calls: 9.5c p/call
- National calls: 9.5c p/min
- Calls to Australian mobiles: 30¢ p/min
- Calls to 1300 Numbers: 45¢ p/call

#### What's not included?

Calls made to 13/1300, 1900, Sensis, message bank and other call types are not included and will be charged in addition to your monthly access fee. There are no peak or off-peak call restrictions.

To view all call rates, go to:

[switchedonaustralia.com/residential/flexitalk/plans.php](http://switchedonaustralia.com/residential/flexitalk/plans.php)

### Information about pricing

#### Minimum monthly charge

The minimum amount that you'll pay per month is **\$15**.

#### Total minimum plan cost

The minimum amount you'll pay over the period of your plan is **\$420** (plus any additional equipment repayments), which is made up of a \$60 connection fee and \$15 monthly access fee over the 24 month contract term.

#### Maximum monthly charge

The maximum monthly charge depends on whether you consume more value and/or data than included in your plan.

#### Early termination charges

If you cancel your VoIP phone service or transfer this service to another service provider, your plan will be cancelled and you will be charged an early termination charge (ETC) of \$30 multiplied by the months remaining in your contract term.

The maximum ETC you would have at the start of your service with us is **\$720** (plus any equipment repayments, if applicable). So for example, if you cancel in Month 12 of your contract the ETC will be:  
 $\$720 - (12 \times \$30) = \$360$ .

#### Unit pricing information

You will be billed in 60 second increments

Cost of making a 2 minute standard national mobile call (30¢ per minute, with no flagfall)	<b>\$0.60</b>
If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make this many calls.	<b>41.6</b>

#### Connection fees

If you have current phone numbers with another provider and you would like to keep them, then they will need to be ported. The following fee will apply to connect your VoIP service:

- Connection fee: \$60

#### International call charges

You will be charged if you make calls to international numbers. All calls are charged in 60 second increments. International rates vary by destination and are subject to change.

For the full list of international call rates, see:

[switchedonaustralia.com/residential/voip-international.php](http://switchedonaustralia.com/residential/voip-international.php)

### Got any Questions?

 **1300 455 620**

 [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)

 [switchedonaustralia.com](http://switchedonaustralia.com)

# FlexiTalk Extreme



## Other Information

### Usage information

We have an easy-to-use usage meter where you can keep track of your usage, view your past statement and pay your bills. We'll also provide you with SMS usage alerts when you exceed your monthly limit for your Call and Data Allowances. To view your usage, you can login to the customer portal at:

[switchedonaustralia.com/members.php](http://switchedonaustralia.com/members.php)

Please bear in mind, that usage records are provided to us from our host network which runs about 48 hours behind actual usage. This delay could be greater if there are outages. For that reason, we highly recommend you monitor and adjust your usage regularly, as notifications of usage and your usage meter may be affected by this delay.

### Billing

Your bill is payable on the **15<sup>th</sup> of each month**. Accounts must be paid by Direct Debit from a nominated savings, cheque or credit card account. A surcharge applies for credit card payments. Each bill includes any applicable usage charges, plus the Minimum Monthly Charge in advance. When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges so may be higher than expected.

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, in addition to the minimum monthly charge in advance for the next billing cycle. You'll also only receive a proportion of your monthly data allowance based on the number of days left in the billing period, and your full monthly data allowance in the next month. For more information on billing visit our website at:

[switchedonaustralia.com/members.php](http://switchedonaustralia.com/members.php)

### Connection timeframes

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

### Directory listing

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

### 000 emergency dialling

VoIP can ordinarily be used to call the emergency number 000, however, due to possible technical issues beyond our control; VoIP is not always guaranteed to provide access to 000 emergency services. If there is an interruption to the power supply, the service, including '000' dialling will not function until power is restored. For your protection, please ensure you always have an alternative means of dialling the 000 emergency services. Priority Assistance for people diagnosed with a disability, serious illness or other life threatening medical condition necessitating an uninterrupted phone line, does not apply to Switched On VoIP services.

### Customer service guarantee

The CSG Standard specifies timeframes for the connection of services, the repair of faults and the making and keeping of appointments. This applies to the standard telephone service, telephone line, and certain enhanced call handling features (namely, Call Waiting, Call Barring, Call Divert, Calling Number Display and Calling Number Display Suppression). Customers may be entitled to financial compensation if we fail to meet our CSG Standard requirements. If you decide to sign up for this bundled VoIP service, you will be asked to waive your rights to any compensation payable under the CSG Standard. If you do not waive your rights, we will not be able to supply the service to you.

For more information about the Customer Service Guarantee see: [switchedonaustralia.com/legal/csg.php](http://switchedonaustralia.com/legal/csg.php)

### Customer Service

We are committed to providing you with excellent service. If you have any questions, would like to give feedback or complain, you can contact us by calling **1300 455 620** during business hours, or by sending an email to [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)...we'd love to help you.

### Complaints or disputes

We encourage you to always contact us first if you experience any problem or are unhappy and we'll do our best to solve your problem during our first contact. You can find further information about our complaint resolution process via our website at: [switchedonaustralia.com/complaints.php](http://switchedonaustralia.com/complaints.php) or [switchedonaustralia.com/legal/legal.php#Policies](http://switchedonaustralia.com/legal/legal.php#Policies)

### Telecommunications industry ombudsman

If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman (TIO) on: **1800 062 058** or by visiting the TIO website at: [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)

This is a summary only – the full legal terms and conditions are available at: [switchedonaustralia.com/legal/legal.php#SFCC](http://switchedonaustralia.com/legal/legal.php#SFCC)

Information and pricing is correct at the time of printing and is inclusive of GST.

## Got any Questions?

 **1300 455 620**

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