

ISDN Business Phone Plans



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **ISDN Business Phone** plan.

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

MINIMUM TERM

The minimum term of the plan is **12 months**.

What's Included and Excluded?

The charges for your calls will depend on the plan you choose, These are the main charges for your calls:

Plan Name	Calls to Local Numbers	Calls to National Numbers	Calls to Mobiles
ISDN2	8¢ per minute	14¢ per minute	28¢ per minute
ISDN10	8¢ per minute	14¢ per minute	28¢ per minute
ISDN20	8¢ per minute	14¢ per minute	28¢ per minute
ISDN 30	8¢ per minute	14¢ per minute	28¢ per minute

CALLS TO INTERNATIONAL NUMBERS

For all international call rates, see www.fairtel.com.au

Information about pricing.

All pricing shown in this document is inclusive of GST. The monthly charge depends on the plan you choose:

Plan:	ISDN2	Monthly Access:	\$80
Plan:	ISDN2	Monthly Access:	\$330
Plan:	ISDN2	Monthly Access:	\$630
Plan:	ISDN2	Monthly Access:	\$930

The total minimum amount that you will pay will depend on the plan you choose and the length of your contract:

ISDN2	12 Months: \$960	24 Months: \$1,920
ISDN10	12 Months: \$3,960	24 Months: \$7,920
ISDN20	12 Months: \$7,560	24 Months: \$15,120
ISDN30	12 Months: \$11,160	24 Months: \$22,320

CONNECTION CHARGES

There are no connection fees on a 24 month contract, however connection fees will apply for a month by month basis or 12 Month agreement and will depend on the amount of channels:

10 Channels	Connection Fee: \$2,200
10 Channels	Connection Fee: \$3,080
10 Channels	Connection Fee: \$3,600

EARLY TERMINATION

There is an early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 12 month contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract.

Other Information

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.

WE'RE HERE TO HELP

If you have any questions, just call us on **1300 714 930** so we can serve you better. Or you can visit us at www.fairtel.com.au for additional information, including to access information about your usage of the service via our portal at <https://customerportal.telcoinabox.com>

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.fairtel.com.au You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

Got any Questions?

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