

Business Silver



CRITICAL INFORMATION SUMMARY

Information about the service.

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

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

Your plan is for a post-paid landline service. It gives you access to our network, a phone number, and lets you make and receive calls from your landline to other landlines and mobile phones

To receive this plan, you must have your Long Distance calls with us for the duration that we provide you this service.

MINIMUM TERM

The minimum term of the plan is **12 months**. If you select a 12 month term, it is a requirement that you pay your bill on the due date via direct debit.

If you have selected a **24 month term**, the direct debit payment requirement is optional and you may pay your account with any of the available payment methods noted on your monthly account.

What's Included and Excluded?

Your monthly access fee provides access to the service, but excludes all calls.

Additional charges apply for all other call types.

Information about pricing.

Your minimum monthly charge is **\$34.95**

The minimum amount you'll pay over the **12 month term** is **\$419.40**

The following charges apply for your calls:

- **Calls to Local Numbers: 15¢ per call**
- **Calls to National numbers: 14¢ per min**
- **Calls 13/1300 numbers: 36¢ per call**
- **Calls to Telstra Mobiles: 30¢ per minute**
- **Calls to mobiles (Other than Telstra): 30¢ per minute**

Calls are charged in per second increments.

CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see www.candour.com.au

CONNECTION CHARGES

A connection fee may apply to connect your business phone service if the service.

- **Existing telephone line without a technician visit \$72.57**
- **Existing telephone line with a technician visit \$153.75**
- **New telephone line connection \$334.34 with a technician visit and cabling work**

EARLY TERMINATION

If you cancel your Plan on any service, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee multiplied by the months remaining in your contract term.

Other Information

CONNECTION TIMEFRAMES

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

If there has been a previous working business phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

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 651 350** so we can serve you better. Or you can visit us at www.candour.com.au for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.candour.com.au

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

All prices Inc GST

 **1300 651 350**

 **info@candour.com.au**

 **www.candour.com.au**

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