

ISDN Business Phone Plans



CRITICAL INFORMATION SUMMARY

Information about the service.

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

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 ISDN landline service on Telstra network. It gives you access to our network, a block of phone numbers, and lets you make and receive calls from your landline to other landlines and mobile phones

MINIMUM TERM

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

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.

The monthly charge depends on the plan you choose:

| Service | Monthly Access |
|-----------|----------------|
| ISDN 2 | \$76 |
| ISDN 10 | \$300 |
| ISDN 20 | \$600 |
| ISDN 30 | \$900 |
| DID Range | \$40 |

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

| Service | 24 Months |
|---------|-----------|
| ISDN 2 | \$912 |
| ISDN 10 | \$3,600 |
| ISDN 20 | \$7,200 |
| ISDN 30 | \$10,800 |

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 |
|-------------|------------------------|---------------------------|------------------|
| ISDN Silver | 15¢ per call | 14¢ per min | 30¢ per min |
| ISDN Gold | 14¢ per call | 9¢ per min | 26¢ per min |

All prices Inc GST

| Plan Name | Calls to Local Numbers | Calls to National Numbers | Calls to Mobiles |
|---------------|------------------------|---------------------------|------------------|
| ISDN Platinum | 14¢ per call | 9¢ per min | 25¢ per min |

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

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:

| Channels | Connection Fee (12mth) | Connection Fee (24mth) |
|-------------|------------------------|------------------------|
| 10 Channels | \$2,200 | FREE |
| 20 Channels | \$3,080 | FREE |
| 30 Channels | \$3,600 | FREE |

EARLY TERMINATION

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee comprised of your total monthly access fee multiplied by the number of 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 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

While your services are provided to us by part of the Telstra network your customer contract is with Candour. 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 at <http://www.tio.com.au/>

Got any Questions?

 **1300 651 350**

 info@candour.com.au

 candour.com.au

candour
communications 