

# MyVoiceBox



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **MyVoiceBox** 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 Residential VoIP service. It gives you access to our network, a phone number, and lets you make and receive calls from your VoIP service to other landlines and mobile phones

In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+.

### MINIMUM TERM

There is no minimum term.

### What's Included and Excluded?

The following calls are included at **no additional charge**:

- **Calls to others on the same IP Telephony network**

Additional charges apply for all other call types.

### Information about pricing.

The minimum monthly charge is **\$12**

The following charges apply for your calls:

- **Calls to Local Numbers: 11¢ per call**
- **Calls to National Numbers: 11¢ per call**
- **Calls to mobiles: 22¢ per min**
- **Calls to 1300 Numbers: 30¢ per call**

Optional fax to email \$7

### CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. For all international call rates, see [www.candour.com.au](http://www.candour.com.au)

### ADDITIONAL CHARGES

- **Business hours porting \$55\***

\* per porting authority form

If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported.

### EARLY TERMINATION

No early termination fee (ETF) applies.

### Other Information

### CONNECTION TIMEFRAMES

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

### 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.

### 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](http://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](http://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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