

## Critical Information Summary – FibreMAX®fone 1300|1800 Inbound (May20)

1300 INBOUND	1800 INBOUND 60
Unlimited calls to Australian: Local National Mobile numbers	Unlimited calls to Australian: Local National Mobile numbers
Unlimited Telephone line	Unlimited Telephone line
1 1300 Number	1 1800 Number
Unlimited Voicemail	Unlimited Voicemail
Voicemail to email	Voicemail to email
FibreMAX®fone Mobile app	FibreMAX®fone Mobile app
Advance Business Features	Advance Business Features
Unlimited inbound calls	60 min inbound calls
Monthly \$29.95 / concurrent call	Monthly \$39.95 / concurrent call
Min cost \$29.95*	Min cost \$39.95*

\*The minimum cost is calculated by multiplying the number of Telephone Lines with the monthly concurrent call rate.

### CONTRACT LENGHT

1 Month - Setup Cost \$0.00

Minimum cost as indicated per plan.

### Concurrent call

Concurrent calls indicate the number of calls taking place at the same time. This will mean the number of calls at the same time for Inbound, Outbound or Both directions.

### Additional costs<sub>2</sub>

The following additional cost may apply:

Calls to 1300 national numbers 15c /min

Additional calls to 1800 numbers 15c /min

Professional voice artist \$85 / hour

Additional installations \$300

Incorrect fault raised to the Carrier# \$199

(#No fault on Carrier's network)

Late cancellation or Missed appointment \$ 99

Order withdrawal \$ 99

<sub>2</sub>Our carrier may impose other charges to FibreMax® not listed above. Where FibreMax® incurs those charges as a result of the

*services provided to you, we may pass through those charges and bill them to you.*

### Other fees<sub>3</sub>

Failed Payment fee \$14.80

Collection fees will be added in case of non-payment.

<sub>3</sub> In addition to your monthly fees by FibreMax®

All prices are inclusive of GST and charged in advanced.

### Cancellation

You can cancel your service at any time by calling our call centre. No cancellation term required.

### Quality internet connection

You will need a good quality active broadband internet connection to make good quality calls.

### What is not included

Your plan does not include calls to International numbers or any handsets.

## Handset requirements

It is recommended that you use your mobile phone together with our FibreMAX®fone mobile app. Alternatively you can use any SIP compatible VoIP telephone handset or software.

## Fair use

Your calls are included based on FibreMax® fair use policy. The purpose of the fair use policy is to protect the quality and service of our network.

If it is determined that the service is being used in an inconsistent manner, with the normal inbound and outbound usage patterns, we reserve the right to suspend or disconnect the service with immediate effect.

We will notify you of such a breach by sending a notification to your primary email address.

This service is intended for normal business use and not for telemarketing or resale purposes. You are also only allowed to connect single-user devices to extensions and no automated diallers or other soft-switch solutions may be connected.

## FibreMAX®fone

Your phone service is based on the CIS for all FibreMAX®fone service [available online](#).

It is important to note that you won't be able to make or receive phone calls during a power outage, that includes calls to Emergency '000' services.

## Priority Assistance

We do not offer Priority Assistance to phone service customers with diagnosed life-threatening conditions. If you need priority assistance, we recommend you contact Telstra.

If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact your device supplier about moving these services to the nbn™.

Remember to register with [nbn co's Medical Alarm Register](#).

## Customer service

Please log a service desk request via our [Accounts Portal](#). Alternatively, you can call 1300757013 for assistance with your service with FibreMax®. Check our website for our current hours.

## Customer complaints

If you are not happy with your service, you can contact our complaint resolution area by calling us on 1300757013. We encourage you to contact us first so that we can try to resolve your complaint straight away.

If you're not happy with the outcome, you may also contact the **Telecommunications Industry Ombudsman** on 1800 062 058.

## Changes

We reserve the right to change any pricing and service specification by giving you a 30 days' notice of such change. A notification to your primary email address will be regarded as sufficient notice.

View FibreMax® [Terms and Conditions](#) online.