



## CRITICAL INFORMATION SUMMARY – INFINITY PLAN

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

### INFORMATION ABOUT THE SERVICE

Your plan sets out the pricing that applies when you make and receive calls on your Basic Telephone Service.

#### AVAILABILITY

You can choose Infinity if you have a Basic Telephone Service, are a business customer, are billed directly by us for access and local calls, and pre-select us for long distance, international calls and calls to mobiles. There is a minimum of 5 services to be able to select this plan.

#### MINIMUM TERM

1, 3, 6, 12 or 24 months; early termination charges are calculated by multiplying the remaining months x monthly fee. month

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY CHARGE

\$150.00

Local, National and Mobile calls are included in the Minimum Monthly Charge. You pay an additional amount for any other items you use each month. You will need to acquire a handset to use this service if you do not already have one.

No calling features (such as Message Bank, Line Hunt, etc.) are included in the Minimum Monthly Charge. You can take up calling features with your Basic Telephone Service at any time. You may incur an additional monthly fee and/or call charges if you take up any calling features, refer to [www.besttelecom.group](http://www.besttelecom.group) for rates.

#### CALL RATES IN AUSTRALIA

These are the call charges on your Infinity:

CALL TYPE	CHARGE
Local Calls	\$0.00 per call
National & Long Distance Calls	\$0.00 per call
Calls to 019 Numbers	\$0.30 per call
Standard calls to Australian mobiles	\$0.00 per call
International calls	Connection fee \$0.00 plus the per minute block rate for all international Tier 1 call rates, per <a href="http://www.besttelecom.group">www.besttelecom.group</a>

#### BASIC TELEPHONE SERVICE CONNECTION CHARGES

The following connection charges apply to connect your Basic Telephone Service:

##### a) Standard Connection

A connection charge applies to connect your Basic Telephone Service.

CALL TYPE	CHARGE
Telephone line without a technician visit	\$59
Telephone line with a technician visit	\$125
New telephone line connection/telephone line connection with a technician visit and cabling work	\$299

A temporary connection charge will apply if your service is connected for 3 months or less.

##### b) Temporary Connection Charge

If your service is connected for 3 months or less, the connection charge is as above plus an additional \$100. The additional \$100 is charged when your service is cancelled.

Separate charges apply for each additional connection point at the same property and for more complex connections.

#### EARLY TERMINATION CHARGE AND OTHER CHARGES

You can cancel your Infinity plan at any time, although you need to provide us with a minimum of one month's advance notice. If you fail to provide us with this notice, we will bill you in lieu of providing one month's notice, except where there is a fixed term contract in place, an Early Termination Fee will still apply. This is calculated by multiplying the remaining months x Minimum Monthly Charge.



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### ACT CUSTOMERS

If your telephone line is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Minimum Monthly Charge. We charge this based on the number of services you have in the ACT Government area.

### OTHER CHARGES

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

### OTHER INFORMATION

#### CONNECTION TIMEFRAMES

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

If there has been a previous working phone service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between then, we aim to connect the service within 2 working days of your request. If this is not possible then we aim to connect your service within 5 to 15 working days, depending on your location.

#### MANAGE YOUR SERVICE ONLINE VIA OUR MEMBERS AREA

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. With Online Bill Reporting, you'll be able to organise and check your billing information at <https://client.besttelecom.group/> – great for budgeting and end of financial year reporting. To register, please call us on 1800-792-151.

#### BILLING

The pricing in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the **'Important information about your first bill'** section below for more information.

#### Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include the appropriate proportion of your minimum monthly charge based on the number of days left in the billing period.

To opt into receiving electronic billing, request an email bill and/or set up direct debit please call us on 1800-792-151.

#### TRANSFERRING TO THE NATIONAL BROADBAND NETWORK (NBN)

If the NBN comes to your area, we'll take responsibility for managing your transfer to this new network. To do this, we will need your agreement and help to access your premises, and we'll talk with you about installation requirements. We will work with you to make this as simple as possible, but we may need to cancel your plan if you don't want to move across. We'll let you know the details before any changes happen.

#### WE ARE HERE TO HELP

If you have questions about your bill, technical support service or connection, please call us on 1800-792-151.

#### Complaints or disputes

If you need to make a complaint you can:

- call 1800-792-151
- call your account representative if you have one
- visit [www.besttelecom.group](http://www.besttelecom.group)

#### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at <http://www.tio.com.au/about-us/contact-us>

This is a summary only – the full legal terms for this plan are available at [www.besttelecom.group](http://www.besttelecom.group).