



CRITICAL INFORMATION SUMMARY – DIGITAL VOICE - MEDIUM

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 Digital Voice Service.

SERVICE DESCRIPTION

Your Digital Voice Plan allows you to make and receive phone calls, like you do using a regular phone but instead of your calls being delivered over a regular phone line they travel over your high speed internet connection. An active Broadband service is required to connect a Digital Voice service.

MINIMUM TERM

12 Months.

INFORMATION ABOUT PRICING

MINIMUM MONTHLY CHARGE

\$19.95

TOTAL MINIMUM CONTRACT COST

\$239.40

WHAT'S INCLUDED

Your Digital Voice Plan includes unlimited standard local, national and international calls to 8 destinations which are: Canada, France, Germany, Ireland, Netherlands, Spain (Excluding Canary Islands), UK and USA plus on network calls (Best Telecom to Best Telecom). Standard international rates apply for all other destinations or mobiles.

WHAT'S NOT INCLUDED

Your Digital Voice Plan does not include calls to Mobiles, 13/1300 numbers, some international calls and premium service numbers. Charges to these services will apply and are outlined below. Digital Voice plans require an internet connection which customers can source from us or separately. You will require a Digital Voice enabled ADSL modem along with a handset to connect your Digital Voice service. We can sell you a suitable device at additional cost. Alternatively, if your modem isn't Digital Voice enabled, you can purchase a Digital Voice adapter (ATA) from us.

CALL RATES IN AUSTRALIA

These are the call charges on your Digital Voice Medium Plan:

CALL TYPE	CHARGE
Local Calls	\$0.00 per call
National & Long Distance Calls	\$0.00 per call
Mobile Calls	\$0.22 per minute
International calls	Connection fee \$0.00 plus the per minute block rate for all Digital Voice international call rates, per www.besttelecomgroup.com.au

SETUP FEES

No setup fees are charged with Best Telecom Digital Voice Services.

EARLY TERMINATION CHARGE AND OTHER CHARGES

You can cancel your 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 Charge (ETC) will apply. This is your minimum monthly charge multiplied by the remaining months of your contract. i.e. if you still had 6 months remaining the ETC would be 6 x \$19.95 total \$119.70.

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.



CRITICAL INFORMATION SUMMARY – DIGITAL VOICE - MEDIUM

OTHER INFORMATION

CONNECTION TIMEFRAMES

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

If there is a working internet service at your premises we can normally connect your Digital Voice service within 24 hours, a minimum of 8192/384 speed is required. If you do not have a working internet service then the Digital Voice connection can only be done once a working internet service is available.

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 <http://client.besttelecomgroup.com.au> – 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.

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.besttelecomgroup.com.au

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.besttelecomgroup.com.au