

## CRITICAL INFORMATION SUMMARY – DIGITAL WIFI PHONE SERVICE

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

These plans are available only with the compatible equipment supplied by Best Telecom Group. There are two options – an included calling pack which includes calls within Australia; or a pay-as-you-go (PAYG) service. The below plans set out the pricing that applies when you make and receive calls on these Digital Phone Services, plus the charges for the Wi-Fi equipment to access the service.

### SERVICE DESCRIPTION

Your Digital Wi-Fi Phone Service Plan allows you to make and receive phone calls, like you do when using a regular phone but instead of your calls being delivered over a regular phone line, they travel over a mobile broadband internet connection. A new phone number can be provided or you may be able to retain your existing home phone line (see porting information below).

### REQUIREMENTS AND AVAILABILITY

These plans are available only with the compatible equipment supplied by Best Telecom Group and requires coverage on the 4G mobile network. Our staff can check your coverage or you can check the Mobile network coverage information online. The mobile data is only accessible for use by the Wi-Fi handset and if this is used to access data on any other device, excess data is charged at \$10 per GB or part thereof. These plans are not available to Businesses or High call use customers. These plans are only for use within Australia and our Fair Use policy \* applies to these services (*available on a separate document*).

### MINIMUM TERM

A minimum 12-month contract period applies to these plans.

### INFORMATION ABOUT PRICING

#### CHOICE BASIC PLAN

There is a monthly charge of \$35.00 for this plan and you are charged for calls you make to standard local and national calls within Australia and calls to Australian Mobiles. Calls to 13/1300 numbers are charged as per below:

CALL TYPE	CALL RATES
Local Calls	\$0.10 per minute.
National Calls	\$0.15 per minute.
Mobile Calls	\$0.30 per minute.
Service Calls i.e. 13/1300	\$0.40 per call

#### CHOICE SAVER PLAN

There is a monthly charge of \$55.00 for this plan which includes calls you make to standard local and national calls within Australia and calls to Australian Mobiles. Calls to 13/1300 numbers are charged as per below:

CALL TYPE	CALL RATES
Local Calls	\$0.00 per call
National Calls	\$0.00 per call
Mobile Calls*	\$0.00 per call
Service Calls i.e. 13/1300	\$0.25 per call

#### CALLS NOT INCLUDED

All other call types including premium service numbers are charged per the rate of that call. It is recommended to confirm call rates for these services before calling as the charges may vary. No calling features such as silent line are included in the monthly charge. For international call rates or additional monthly charges for calling features refer to [www.besttelecom.group](http://www.besttelecom.group).

CALL TYPE	CALL RATES
1800 Calls	\$0.00 per call
Premium Services	Please confirm charges with the provider of the service before calling as these may vary
International calls	Connection fee \$0.00 plus the per minute block rate for all VoIP international call rates

#### SETUP AND PORTING FEE

No setup fees are charged with these plans however a Local Number Portability charge of \$11.00 to move over an existing phone number applies. If your number is already with BEST Telecom Group, this fee may not apply and you will be advised prior to processing any request for this service.

#### EQUIPMENT COSTS

There is a cost for the Wi-Fi capable handset, SIM Card, Wi-Fi device and power supply required to access these service types. This cost includes configuration by BEST Telecom Group so it is ready for use. There is a choice to pay a once off upfront of \$250.00 in total OR an upfront amount of \$150.00 and a monthly instalment charge of \$12.50 in addition to the monthly plan fee above for 12 months.

## CRITICAL INFORMATION SUMMARY – DIGITAL WIFI PHONE SERVICE

### DELIVERY FEE

Standard delivery for the equipment is \$25.00.

### EARLY TERMINATION FEE

You can change between the two calling packs during the contracted term without cancelling your Digital Wi-Fi Phone Service. If you do choose to cancel your plan at any time, you need to provide us with a minimum of one month's advance notice in writing. If there is a fixed term contract still in place, an Early Termination Fee (ETF) of \$100.00 will apply plus any remaining equipment instalment payments (i.e. if you still have 5 months remaining on the PAYG plan with handset instalments, the total ETF would be \$162.50).

### 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 within these Government areas.

### 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

### FULL TERMS

Information and pricing are correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.besttelecom.group](http://www.besttelecom.group) for our Standard Form of Agreement.

### CONNECTION TIMEFRAMES

Your Digital Phone Service will be connected once there is a working internet service at your premises. This will normally occur within 7 days once NBN Co has confirmed your service is available.

### MANAGE YOUR SERVICES ONLINE VIA OUR MEMBERS PORTAL

You can check your bills, monitor your services, check your current and previous data usage, pay your account and log faults online 24 hours a day. Login to our Members Portal at [www.besttelecom.group](http://www.besttelecom.group). If you need assistance, please call us on 1300-852-378.

### PAPER INVOICE, NON-DIRECT DEBIT FEES

We have automated payment options and email invoices available. You'll be charged \$2.20 each month if you choose to receive a paper bill and/or \$2.20 each month if you do not pay by an automatic payment method. If you hold an eligible Pension Concession card issued either by Department of Human Services (Centrelink) or the Department of Veterans Affairs and/or State issues Seniors Card and provide a current copy of this identification during your application, you will not be charged the Statement and/or DDR fees.

### LATE, DISHONOUR AND SUSPENSION FEES

In the event that your payment is not received by the due date on the invoice or a payment dishonours you will be charged \$10.00 each event. Services that remain unpaid at the end of the month may also be suspended at an additional cost of \$25.00 per event.

### 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 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'RE HERE TO HELP

If you have questions about your bill, technical support service or connection, please call us on 1300-852-378.

#### Complaints or disputes

If you need to make a complaint you can:

- call 1800-792-151 (freecall from a fixed landline service)
- 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)