

Critical Information Summary

## \$10 PAYG Voice License

This summary does not reflect any discounts, bonus data or promotions, which may apply from time to time.

Plan (0 month min. term)	Charges are ex GST
<b>Plan Usage Types</b>	
Standard local and national calls	10c/per minute
Standard calls to Australian mobiles	20c/per minute
Calls to 13/1300 numbers	25c/per minute
Maximum plan cancellation fee per service <i>Does not include any device repayments (if applicable)</i>	\$0.00
Minimum total cost <i>Does not include any device repayments (if applicable)</i>	\$10.00/per user

### Information about the service

The service provided is charged as a price per user.

#### **Description of the service**

This is a Fixed Telephone Service which is delivered via the internet to an IP handset. The broadband data service may be supplied EmuTel or another service provider. This service does not include the cost of any data/internet services.

#### **Minimum Term**

This plan is available on a minimum 0 month contract.

#### **Basic requirements**

The service requires a broadband internet service. Each call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

#### **Eligibility**

To be eligible for this plan you must provide us with a currently registered ABN, ACN or ARBN.

#### **Equipment requirements**

An EmuTel supplied IP Handset is required for this service. These may be purchased outright or you can select a device repayment option.

#### **Special Promotions and Value Added Services**

This summary doesn't include any special promotions or extra value added services that you select whilst you have this telephone plan.

#### **Cancellation Fees**

The maximum cancellation fee (\$0.00) is described in the table at the start of this summary. If you cancel your plan, you will not

be penalised with an outstanding fee or be required to make any further payments.

#### **Bundling arrangements**

You do not need to bundle this plan with any other EmuTel Service. However, you may be able to get additional discounts if you have other EmuTel Services.

#### **EmuTel Fair Use Policy**

Our Fair Use Policy's purpose is to ensure all our customers can access our services, and do not use our services in a manner we consider unreasonable or an unacceptable use of this plan. It also sets out your responsibilities when you use the internet and confirms steps we may take to monitor and ensure compliance with this policy. For more information see: <https://www.emutel.com.au/fair-use-policy/>

#### **Other Information**

##### **Customer service**

You can call 1800 368 835 during our standard operating hours of Monday to Friday 8:30 – 17:00 for sales, account, order and support related enquiries. We are also contactable via our website at: <https://www.emutel.com.au/contact-us/>

##### **Customer complaints**

You can contact our complaint resolution area by calling us on 1800 368 835. We encourage you to lodge a ticket first via <https://www.emutel.com.au/customer-support/> so that we can try to resolve your fault. If you are not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.