

# ISDN Business Phone Plans



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Business Phone** plans.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid ISDN landline service on Optus network. It gives you access to our network, a block of phone numbers, and lets you make and receive calls from your landline to other landlines and mobile phones. This service is carried on a network provided to us by parts of the Telstra network.

### MINIMUM TERM

The minimum term of the plan is **24 months**.

### What's Included and Excluded?

The charges for your calls will depend on the plan you choose. These are the main charges for your calls:

Plan Name	Calls to Local Numbers	Calls to National Numbers	Calls to Mobiles
ISDN 2	7¢ ea	7¢ per min	18¢ per min
ISDN 10	7¢ ea	7¢ per min	18¢ per min
ISDN 20	7¢ ea	7¢ per min	18¢ per min
ISDN 30	7¢ ea	7¢ per min	18¢ per min

### CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per 15 Sec block. For all international call rates, see [www.telaustalia.com.au](http://www.telaustalia.com.au)

### Information about pricing.

The monthly charge depends on the plan you choose:

Plan Name	Monthly Access
ISDN 2	\$70
ISDN 10	\$250
ISDN 20	\$500
ISDN 30	\$750
DID Range	\$55

The total minimum amount that you will pay will depend on the plan you choose and the length of your contract:

Plan Name	24 Months
ISDN 2	\$1,680
ISDN 10	\$7,320
ISDN 20	\$13,320
ISDN 30	\$19,320

### CONNECTION CHARGES

There are no connection fees on a 24 month contract, however connection fees will apply for a month by month basis or 12 Month agreement and will depend on the amount of channels:

Channels	Connection Fee
10 Channels	\$2,200
20 Channels	\$3,080
30 Channels	\$3,600

### EARLY TERMINATION

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee comprised of your total monthly access fee multiplied by the number of months remaining in your contract.

### Other Information

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on **1300 783 527** so we can serve you better. Or you can visit us at [www.telaustalia.com.au](http://www.telaustalia.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

While your services are provided to us by part of the Telstra network your customer contract is with Telaustalia. If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.telaustalia.com.au](http://www.telaustalia.com.au). You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>

All Prices Inc GST

 **1300 783 527**

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 **www.telaustalia.com.au**

 **telaustalia**  
The Business Phone Company