



Critical Information Summary

Information about the service

The Service:

Our ISDN20 service provides a post-paid ISDN landline service. It gives you 20 telephone lines to access our network, access to advanced services, and allows you to make and receive calls from any other telephone number around the world.

Minimum term:

The service is available with a minimum term of 36 months.

Important conditions:

All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

Information about pricing

Minimum monthly charge:

Minimum monthly charge (INC GST)	\$250
Minimum charge for entire term (INC GST)	\$9000

Early termination charges:

For a **36** month plan an Early Termination Fee of **\$250 (INC GST) x number of months remaining in plan** applies if your plan is terminated prior to or on the **36** month.

Unit Pricing Information:

Calls to local numbers	15c per call
Calls to national numbers	15c per minute
Calls to mobiles	15c per minute
Calls to 13/1300 numbers	45c per call
Calls to international numbers	Please visit www.iot.com.au

- You will be billed in per second increments.

Other information

Usage information:

You can monitor your usage at www.iot.com.au

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300000001 or by sending an email enquiries@iot.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: **<http://www.tio.com.au/making-a-complaint>**

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of October 2016.