



## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION and KEY INFORMATION

**BusinessCom** ISDN (Integrated Services Digital Network) is a Primary Rate Service provided by BusinessCom through your choice of either Optus or Telstra networks. ISDN is a digital network technology that can carry voice and data services in a digital format over the Public Switched Telephone Network (PSTN). Each ISDN service allows for ten or more (up to 30) concurrent telephone calls and enables the use of multiple in dial numbers that are usually allocated to PBX extensions. The service allows you to make and receive phone calls, and the monthly access fee includes line rental. You can transfer your existing ISDN service to BusinessCom or activate a brand new service.

#### HARDWARE REQUIREMENTS

**BusinessCom** ISDN is a Primary Rate ISDN service that requires a PBX phone system which is fitted with a PRI (primary rate interface) card.

#### SERVICE AVAILABILITY

Optus Multiline ISDN is only available within the Optus OnNet service area. Telstra ISDN is available across the greater PSTN network but is also subject to availability. Please contact our Customer Service Team to check if either service can be delivered at your premises.

#### MINIMUM NUMBER OF CHANNELS

An ISDN channel allows you to make and receive outside calls (calls from outside the PBX phone system). Multiple channels are required for equal amount of concurrent phone calls. Optus Multiline requires a minimum of 10 channels and additional channels can be added in single increments. Telstra ISDN requires a minimum of 10 channels and additional channels can only be added in blocks of 10. Maximum number of channels is 30 for both networks.

#### MINIMUM TERM and CONNECTION CHARGES

Minimum term is 24 months. There are No Connection Charges.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

ISDN	ISDN	ISDN
10-20-30	OPTUS	TELSTRA
ACCESS FEE PER CHANNEL	\$15 per Month	\$22 per Month
MINIMUM CHANNELS	10	10
LOCAL CALLS	7c per Call	Included
NATIONAL CALLS	5c per Minute	7c per Minute
MOBILE CALLS	16c per Minute	16c per Minute
CALLS TO 13/1300	35c per Call	35c per Call

Timed Calls are quoted in per minute rates and charged in one second increments.

#### ADDITIONAL CHARGES

Additional charges apply for some Value Added Services such as Number Porting and Direct In-Dial Numbers. Please contact our Customer Service Team to discuss your requirements.

#### MINIMUM TOTAL COST

Minimum total cost is \$3,600 plus GST for Optus Multiline ISDN and \$5,280 plus GST for Telstra ISDN.

#### CALLS to INTERNATIONAL NUMBERS

Calls to international numbers are charged according to the country being dialled. For all international call rates please visit our website or contact our Customer Service Team on **1300 000 300**.

#### EARLY TERMINATION CHARGE

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term.

### OTHER INFORMATION

#### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit [www.businesscom.com.au](http://www.businesscom.com.au)

#### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCom will commence the connection process. Connection timeframes may vary upon the type of connection required. BusinessCom will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

#### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 000 300**.

#### BILLING

BusinessCom will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. BusinessCom's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$4.40. To opt in to paper billing, please contact our Customer Service Team on **1300 000 300**.

#### PAYMENT METHOD

BusinessCom accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

#### CONTACT US

BusinessCom is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 300**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.businesscom.com.au/complimentsandcomplaints](http://www.businesscom.com.au/complimentsandcomplaints)

If you are still not satisfied with the steps taken by BusinessCom to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with BusinessCom and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.