

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

BusinessCom ISDN2 is an ISDN (Integrated Services Digital Network) Basic Rate Service provided by BusinessCom through the Telstra network. ISDN is a digital network technology that can carry voice and data services in a digital format over the public switched telephone network. Each ISDN2 service allows for up to two concurrent telephone calls and enables the use of multiple in dial numbers that are usually allocated to PBX extensions. You can transfer your existing ISDN2 service to BusinessCom or activate a brand new service. ISDN2 plan includes line rental and a telephone number that enables you to make and receive phone calls. The service is available to pre approved business customers only.

HARDWARE REQUIREMENTS

BusinessCom ISDN2 is a Basic Rate ISDN service that requires a PBX phone system which is fitted with a BRI (basic rate interface) card.

SERVICE AVAILABILITY

Telstra ISDN2 is generally available across the greater PSTN network. However, it may not be available at all premises due to technical or commercial reasons. Please contact our Customer Service Team to check if either service can be delivered at your premises.

MAXIMUM NUMBER OF SERVICES

A maximum number of 4 services are available per location and account.

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

ISDN2 DIGITAL LINES	ISDN2 TELSTRA
ACCESS FEE PER SERVICE	\$60 per Month
INCLUDED CHANNELS	2
LOCAL CALLS	9c per Call
NATIONAL CALLS	9c per Minute
MOBILE CALLS	18c per Minute
CALLS TO 13/1300	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 \$1,440 over a 24 Month Period.

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 **inclusive 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

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

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 or by calling 1800 062 058.