VOIP BIZ UNLIMITED

OmTelecom

Critical Information Summary

Information about the service

The Service:

Our **VOIP** service provides a post-paid phone line service. It gives you access to our network, access to additional services, and allows you to make and receive calls from your VoIP compatible handsets to any other telephone number around the world.

Minimum term:

The service is available with a minimum term of 1 month.

Important conditions:

All bills are delivered by email and Direct Debit from either a bank account or credit card is required. Please contact us for further information.

Information about pricing

Minimum monthly charge:

	1 month
Minimum monthly charge	**$55**
Minimum charge for entire term	**$55**

- All prices quoted are exclusive of GST

Early termination charges:

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 of $11

Unit Pricing Information:

Calls to local numbers	**UNLIMITED**
Calls to national numbers	**UNLIMITED**
Calls to mobiles	**UNLIMITED**
Calls to 13/1300 numbers	**$0.33 per call**
Calls to international numbers	This will be activated on request

- You will be billed in per minute increments.

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 258 400 or by sending an email to customercare@omtelecom.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.

1300 258 400

customercare@omtelecom.com.au

www.omtelecom.com.au