

## critical information summary for your 1300 numbers plan

### Information about the Service

Here's a quick summary of all the important bits about your plan.

It covers things like how much you need to pay each month.

#### Minimum Term

The minimum term is 12 months.

#### What's Included and Excluded?

No calls are included in this plan.

Additional charges apply for calls not included in your plan. Call charges are based on where the call originates from and where you choose to terminate the call. The main charges are:

Call Originating	Call Terminating	Per Minute Rate	Call Connection Fee
Local Landline	Landline	10c per minute**	0c
National Landline	Landline	13c per minute	5c
Mobile	Landline	25c per minute	5c
National	Mobile	39c per minute	5c
Mobile	Mobile	39c per minute	5c

\*\* First 15 minutes FREE for when calling from Local Landline to Local Landline only

#### Information about pricing.

The monthly charge for your service is \$15.00.

The minimum amount you'll pay over the 12 month term is \$180.00.

#### Connection Charge

There is no connection fee for this service.

#### Early Termination

If you cancel a service or transfer a service away prior to the end of your contract term you will incur an early termination charge of \$220 per service.

### Other Information

#### Billing

We will bill you in advance for the minimum monthly charge and features. 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 1800 358 339 so we can serve you better. Or you can visit us at [www.cloudtelecom.com.au](http://www.cloudtelecom.com.au) for additional information, including to access information about your usage of the service.

### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.cloudtelecom.com.au/terms](http://www.cloudtelecom.com.au/terms) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

### Spend Management

A spend management tool is available to all Cloud Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/cloudtelecom/>

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