

## critical information summary for \$109.95 ISDN2 landline plan

### Description of the Service

This is an ISDN2 service that can be used to make or receive up to two calls concurrently.

#### Minimum Term

This plan has a 24 month minimum term.

#### What's Included and Excluded?

The following calls are included at no additional charge:

- Local calls
- National calls

Additional charges apply for calls not included in your plan. The main charges are:

- Calls to mobiles (any network): 16.5c per 30 seconds
- Calls to 13/1300 numbers: 44c per call

Calls to mobiles (any network) are charged in 30 second increments with a first minute minimum call charge of 33c.

### Information about Pricing

#### Charges

Your minimum monthly charge for the ISDN2 rental is \$109.95.

The minimum amount you'll pay over the 24 month term for the ISDN2 rental is \$2,638.80

#### 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 channel (\$440 per service).

#### Calls to International Numbers

Calls to Cloud Telecom's top 10 international destinations are charged at 10c per 30 seconds with a first minute minimum charge of 20c.

Different rates apply to call other international numbers. All international calls are charged in 30 second increments.

## Connection Charges

An installation fee may apply where a new ISDN2 service is required:

- With a technician visit \$395

## Other information

### Usage Information

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/>

### Connection Timeframes

Once we've accepted your application, we'll try to connect your phone service on the date you ask for, but this might not always be possible.

### Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. 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.

### Service Details

Cloud Telecom ISDN2 services use the Telstra network. Cloud Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

For further information on the Telstra network please visit <http://www.telstra.com.au>

### Silent Line

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for a Silent Line. You'll be charged \$7.00 per month.

### We're here to Help

If you have any questions, just call us on [1800 358 339](tel:1800358339) 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/>