

Critical Information Summary

Information about the service

The Service:

Our **ISDN2** service provides a post-paid ISDN landline service. It gives you 2 telephones lines to access our network, access to advanced services, unlimited calls to standard Australian numbers, and allows you to make and receive calls from your landline to any other telephone number around the world.

Minimum term:

The service is available with a minimum term of 24 months.

Important conditions:

All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

Information about pricing

Minimum monthly charge:

| | |
|---|-------------------|
| Minimum monthly charge (ex GST) | \$79.80 |
| Minimum charge for entire term (ex GST) | \$1,915.20 |

Early termination charges:

For a **24** month plan an Early Termination Fee of **\$239.40** (ex GST) applies if your plan is terminated prior to or on the **12th** month. If your plan is terminated after the **12th** month and before the end of the minimum term, an Early Termination Fee applies of (waived installation fee of **\$454.30**(ex GST)/ **24** x number of months remaining in plan)

Connection Fees:

Connection fees can range from \$152.00 to \$400.00 depending on the nature of the connection.

Unit Pricing Information:

| | |
|--------------------------------|--|
| Calls to local numbers | \$0.08 per call |
| Calls to national numbers | \$0.11 per minute* |
| Calls to mobiles | \$0.18 per minute* |
| Calls to 13/1300 numbers | \$0.43 per call |
| Calls to international numbers | Please visit www.focuscommunications.com.au |

* Minimum call charge of first minute applies

- You will be billed in per second increments.

Other information

Usage information:

You can monitor your usage at <https://accountinfo.com.au>

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1800 600 999 or by sending an email service@focuscommunications.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.