

## Critical Information Summary

### Information about the service

#### The Service:

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

#### Bundling:

To receive this plan, you must have your long distance calls with us for the duration that we provide you this service. Please contact us for further information.

#### Minimum term:

The service is available with a minimum term of 12 months.

#### 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:

	12 months
Minimum monthly charge	\$39.71
Minimum charge for entire term	\$476.52

- 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 comprised of your total monthly access fee multiplied by the number of months remaining in your contract.

### Unit Pricing Information:

Calls to local numbers	\$0.15 per call
Calls to national numbers	\$0.12 per minute*
Calls to mobiles	\$0.195 per minute*
Calls to 13/1300 numbers	\$0.43 per call
Calls to international numbers	Please visit <a href="http://www.focuscommunications.com.au">www.focuscommunications.com.au</a>

\* Minimum call charge of first minute applies

- You will be billed in per minute increments.

### Connection fees

Connection fees can range from \$59.00 - \$350.00 depending on the nature of the connection.

### 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 to [service@focuscommunications.com.au](mailto: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.