

CRITICAL INFORMATION SUMMARY

This summary document contains important information about your SpinTel Business phone plan.

INFORMATION ABOUT THE SERVICE



DESCRIPTION OF THE SERVICE

SpinTel Business Phone is a business plan delivered via a Voice over IP (VoIP) service which enables you to make and receive telephone calls over the internet.



MINIMUM TERM

No minimum term applies to the SpinTel Business Phone plan. You may cancel at any time by providing us with 30 days' written notice.



PLAN INCLUSIONS

| VoIP PHONE PLANS | | | |
|------------------------------|--|---------------------|-----------|
| | S | M | L |
| Monthly access charge | \$5 | \$10 | \$20 |
| Local calls | 10 cents untimed | Unlimited | Unlimited |
| National calls | 10 cents untimed | Unlimited | Unlimited |
| Mobile calls | 20 cents per minute. | 20 cents per minute | Unlimited |
| Top 50 international Special | Up to \$1.98 for the first hour. For full rates please see our website | | |
| Other international calls | Variable, for full rates please see our website | | |
| 13 & 1300 calls | 35 cents untimed | | |
| Billing increment | Timed calls are billed in 60-second increments | | |



BILLING

You are billed according to your billing cycle. The first bill you receive may include charges for any days remaining in the month until your billing cycle ends. It may also include charges in advance for the next billing cycle.

Your call usage is also based on your billing cycle and your first month may include proportional usage based on the days left in that billing cycle.

Payment methods include direct debit from a nominated savings, cheque or credit card account. A surcharge applies for credit card payments.



GENERAL INFORMATION

- Available to business customers only.
- Your plan can be changed once per billing cycle without charge.
- Business VoIP Phone features may differ from your current provider. A list of available features is available on our Business VoIP Phone product page.
- Requires a working broadband connection with a minimum speed of 128kbps.

INFORMATION ABOUT PRICING

MINIMUM MONTHLY CHARGE

The minimum monthly charge for SpinTel Business Phone is:

S = \$5
M = \$10
L = \$20

EARLY TERMINATION CHARGE

There are no early termination charges applicable to this plan. You may cancel at any time by providing us with 30 days' written notice.

MINIMUM TOTAL COST

The minimum total cost for this plan is the total of your SpinTel Business Phone monthly access price. For example, on the 'S' SpinTel Business Phone plan a minimum total cost is \$5.

OTHER INFORMATION

MONITORING YOUR USAGE

You may view your usage by logging into our member's portal My Account. Access My Account at: my.spintel.net.au

HOW TO CONTACT SPINTEL

Our call centre is available seven days a week, during the following times:

- 8am to 8pm weekdays (AEDT)
- 9am to 5pm weekends and public holidays (AEDT)

To speak with a SpinTel representative, please call 1300 669 112.

You may lodge a complaint with our office by following our Complaints Handling Policy which is located at: www.spintel.net.au/complaints

If you are not satisfied with the proposed complaint resolution after exhausting all steps in our Complaint Handling Policy, you may wish to contact the Telecommunications Industry Ombudsman. The TIO should be contacted only as a last resort, after we have thoroughly investigated your complaint. You may contact the TIO at: www.tio.com.au



This document is a summary only. Full legal terms and conditions pertinent to this plan are available at spin.net.au/terms.