

Critical Information Summary



Phone/BPX

INFORMATION ABOUT THE SERVICE

Description of the Service

The Phone/BPX is a post-paid service delivered using the VoIP protocol for use within Australia.

Bundling

There are no bundling requirements for this service.

Minimum Term

The service is available on a month-to-month and may be cancelled at any time by providing 30 days' notice.

What's Required

Phone services and PBX requires fixed line broadband internet service.

Customer Service Guarantee

For customers ordering the Phone service pricing is based on customers agreeing to waive their rights under the Customer Service Guarantee (CSG). For more information, please contact SpinTel on 13 22 10.

Use of the Telephone Service During a Power Outage

During a power failure, or if the SpinTel supplied modem and/or ATA device is switched off or faulty, you will not be able to make or receive phone calls, including calls to emergency services. Priority Assistance services such as Medi-Alert are not offered. If you use a back-to-base alarm or any other phone-dependent service, you'll need to consider purchasing a battery backup solution (e.g. a UPS) to give you the required up-time suitable for your needs.

INFORMATION ABOUT PRICING

Monthly Charges

Cloud PBX

Data Plan	
Monthly access charge	\$30.00

Phone

Phone Plan			
Monthly access charge	\$5.00	\$10.00	\$20.00
Local calls	20 cents per call	Unlimited	Unlimited
National calls	20 cents per call	Unlimited	Unlimited
Mobile calls	20 cents per minute	20 cents per minute	Unlimited
13/1300 calls	40 cents	40 cents	40 cents

- Top 50 international special, up to \$1.98 for the first hour, plus 39 cent flagfall. Full rates available on our website.
- Other international calls, variable, plus 39 cent flagfall. Full rates available on our website.
- Timed calls are billed in 60-second increments.
- Calls to 19/1900 services are not available on the SpinTel Phone service.

Minimum Monthly Charges

The minimum monthly cost for the Phone is \$5.00. If you were to select the \$5.00 Phone plan and the \$30.00 PBX plan, you would be charged \$5.00 + \$30.00 (\$35.00) per month.

Early Termination Charges

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

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OTHER INFORMATION

Using Your Service Overseas

International roaming is not allowed on the Wireless Broadband 4G service.

Acceptable Use Policy

When signing up to a SpinTel service you agree to the Acceptable Use Policy (AUP). The purpose of SpinTel's AUP is to ensure all customers can access our services, and do not use our services in a manner that we consider 'unreasonable'.

The AUP outlines, restrictions associated with 'commercial', 'excessive', 'unreasonable', and 'unlawful' use of the SpinTel service.

Breaching the AUP may result in SpinTel disconnecting your account. To see the full AUP please visit <http://spintel.net.au/aup>.

Billing

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

Your data usage is based on your billing cycle and the first month bill may include proportional usage based on the remaining days in that billing cycle. This is known as pro-rata charges.

Payment methods include direct debit from a nominated savings and cheque account, or a credit card. No processing fee applies for a savings or cheque account where a BSB and account number are used.

How to Contact SpinTel

Our call centre is available seven days a week from 8am to 8pm weekdays (AEDT) and 9am to 5pm weekends and public holidays (AEDT). To speak to a SpinTel representative, call 1300 303 375.

Complaints or Disputes

You may lodge a complaint with SpinTel by following our Complaints Handling Policy which is located at spintel.net.au/complaints. If you are not satisfied with the proposed complaint resolution after exhausting all steps, you may wish to consider contacting 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