



Critical Information Summary

talkCo BASIC 39 PLAN

Information About the Service

- The BASIC 39 plan entails rental of 1 PSTN landline for small to medium business consumers that have phone lines that are not often used such as ADSL, fax or incoming lines for a monthly minimum cost of \$39
- The total minimum term on the BASIC 39 PLAN is 24 months
- Line rental and GST are inclusive in the BASIC 39 plan
- The cost of national, local, mobile, 1300/13 calls and international calls along with flag fall are not included within the BASIC 39 plan and incur an extra cost on top of the BASIC 39 plan figure
- The BASIC 39 PLAN has fixed call rates for local, national, mobile and 1300 numbers as well as fixed flag fall charges.
- Premium numbers, back to base alarms and 1900 numbers are not included in the BASIC 39 PLAN - contact customer care to unlock access to these numbers which incur an extra cost
- This plan is not part of a bundle
- No compulsory purchase of hardware is required
- Each BASIC 39 PLAN is restricted to 1 PSTN landline and is available to business clients with an active ABN/ACN
- BASIC 39 plan is not available on ISDN or digital data services
- BASIC 39 plan cannot be used outside of the normal scope of the business
- To qualify for the BASIC 39 plan you must be the legal leasee of the telephone line as well as having an ABN and Australian citizenship

Information About Pricing

- Calls are charged as below:

| Local | National | Mobile | 13/1300 | International Landline | Flag Fall |
|---------|----------|---------|----------|--------------------------------|--------------------------------------|
| 22c/min | 22c/min | 33c/min | 45c/call | Top 20 destinations 15c/min | Timed calls 35c International 20c |

- Upon initial connection of the BASIC 39 plan the first minimum monthly charge is \$39 plus any pro rata charges. The pro rata charge is worked out as percentage based on how many days in the month are left from the time you joined talkCo's Network plus one month in advance.
- The minimum monthly charge on BASIC 39 plan is \$39
- Over the 24 month plan the total minimum cost of the BASIC 39 plan is \$936
- If you chose to cancel your BASIC 39 plan before the end of the 24 month agreement term and out of the 10 business day cooling off period, the agreement payout is, an early cancellation fee charge of \$220 (Inc. GST) per line + (the remaining contractual months x the minimum monthly plan fee of \$39), which means the maximum early termination charge is \$1117
- The cancellation fee is payable to talkCo Pty/Ltd within 14 days from your final invoice due date.

Other Information

- Customers on the BASIC 39 plan can access call and data usage information on the website- www.talkco.com.au by proceeding to the **Pay My Bill Tab** and logging on with client log on details. These details can be obtained by contacting customer care on the number below
- Customer Service Department can be contacted by any one of the means below:
 - o Phone Contact: 1300 82 55 26 8am-9pm AEST Monday-Friday
9pm-6pm Saturday & Sunday
 - o Fax No: 1300 82 55 32
 - o Email: customercare@talkco.com.au
- In order to access internal dispute resolution process please contact one of our friendly customer care staff by means of either phone or email, details of which are stated above
- If in any case customers are not satisfied with Conduct and feel that the internal dispute resolution process has not resolved the issue consumers can contact the Telecommunications Industry Ombudsman (TIO) on the below details
 - o Hotline for Complaints and Enquires: 1800 062 058 hours of operation are 9am-5pm AEST Monday- Friday
 - o Online complaint form can be lodged on the TIO website: www.tio.com.au under the **About Us** Page