

## Critical Information Summary

### Phone Bliss 45

## Information about the service

#### Description of the service:

Bliss 45 is a fixed telephone service utilizing PSTN. This service can be used to make or receive phone calls.

#### Bundling Arrangements:

It is not mandatory to bundle this product with another Blisstel Product. However if you chose to bundle your services you might be eligible for some additional discounts.

#### Hardware requirements:

An active telephone line and a compatible telephone handset is required to use this service. Handsets are not included in this plan. Please ensure to notify us if you use equipment such as medical services, back to base alarm or disability service. Some equipment may not be compatible with our services. It is suggested that you discuss your present equipment with our customer service team and they will be able to tell you if it's not compatible.

#### Minimum Term:

24 months

#### Blisstel Service availability:

Blisstel Phone Services are not available in all areas or premises. There may also be technical or commercial reasons that affect our ability to connect a service at your address. To check your serviceability please contact our customer service team at **1300 254 777**.

#### Value Added Services/Special Promotions:

This summary does not include any value added services or any special promotions that you may have selected.

#### Blisstel Fair Go™ Policy:

The Blisstel Fair Go™ policy applies to “excessive and unreasonable use” of this plan. Further details on Blisstel Fair Go™ policy can be found on [www.blisstel.com.au/support/#policies-and-forms](http://www.blisstel.com.au/support/#policies-and-forms).

#### Additional Information

Local and national calls are included in this plan. Mobile, 13/1300 numbers and International calls are not included and will be charged based on our rate card provided. The international calls will be charged according to the rates available at <http://blisstel.com.au/personal/international-rates>.

#### Customer Service Guarantee (CSG):

The standard monthly charge and set up fee is based on the new customer agreeing to waive their CSG. For more information on CSG please visit <http://www.acma.gov.au/Citizen/Consumer-info/Rights-and-safeguards/Phone-connection-and-repair/waiver-of-rights-under-the-csg-standard-fact-sheet>.

## Information about pricing

Contract Term	Min Monthly Charge	Max Monthly Charge	Standard calls to local fixed lines	Standard calls to National fixed lines*	Standard calls to Australian Mobiles*	Standard calls to 13/1300 numbers	Total Minimum Cost	Early Termination Fee
24 Months	\$45	Variable depending on phone usage	Included	Included	\$0.40 per min plus \$0.40 flag fall	\$0.45 per call	\$1080	\$120

\* Charged in 30 second increments

#### New Connection Fee for Phone Line:

A connection fee for the phone line may also apply. When applicable, this fee ranges from \$59 to \$299.

#### Excess Usage Charges:

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on NBN fibre plans. Instead, traffic beyond the included data quota will be slowed to 256 kbps/256 kbps.

**Paper invoice fee:**

A \$2.50 paper invoice fee will be charged each month for every paper invoice that you choose to receive via post. For free of cost online bill statements please contact Customer Service to set up email billing.

**Credit Card fee:**

A fee of 1% is charged on all Visa or Master Card payments. All other cards are not accepted.

**Late payment fee:**

A late payment fee of \$16.5 will be charged every time the bill is not paid in full by the due date.

**Plan change fee:**

No plan fee will be charged during your contract term if you decide to change your plan type

## Other Information

**Tracking your usage:**

Your phone usage can be obtained by logging into your account online at <https://customerportal.blisstel.com.au/> or by calling our customer service number at **1300 254 777**.

**Customer service:**

Our customer service number is **1300 254 777**. If you require any assistance on your account, usage or you face any service difficulties please call on this number during business hours.

**Customer complaints:**

For any escalations or complaints, you can contact our complaint handling and resolution team on

**1300 254 777**. If you are not happy with the outcome, you may also contact the Telecommunications Ombudsman on 1800 062 058.

**Priority Assistance:**

Priority Assistance is a service designed to help residential customers who are, or who have a person living at their home, who has been diagnosed with a life-threatening medical conditions and whose life may be at risk without access to a fully operational phone service.

Blisstel Communications does not offer a Priority Assistance service as Blisstel Communications relies on wholesalers and therefore cannot guarantee the connection time frames listed within the Communications Alliance code.

**Service Restrictions:**

Your services may be restricted if the full payment of your bill has not been received by the due date.

This information is summary only. Please visit [www.blisstel.com.au](http://www.blisstel.com.au) for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services. This document is valid as of 29 May 15.