



CRITICAL INFORMATION SUMMARY

1300 PLANS

PLAN	1300 STANDARD	1300 BUDGET	1300 PREMIUM
Monthly Access (Min. 24 Months)	\$19.95/month Ex GST	\$30.95/month Ex GST	\$42.95/month Ex GST
Calls answered on your Landline			
Local & National Calls	10.6 cents/call	6.3 cents/call	10.7 cents/call
Mobile Calls	11.7 cents/call	7.4 cents/call	11.8 cents/call
Calls answered on your Mobile	26.2 cents/call	18.6 cents/call	26.3 cents/call
Setup	\$33	\$33	\$55
	<ul style="list-style-type: none"> 30 Minutes Free Local Calls 	<ul style="list-style-type: none"> Unlimited Local Calls 	<ul style="list-style-type: none"> IVR
		<ul style="list-style-type: none"> Cheaper Call Rates 	<ul style="list-style-type: none"> Call Recording
			<ul style="list-style-type: none"> Business Intro
			<ul style="list-style-type: none"> Voice to Email
			<ul style="list-style-type: none"> Online Self-Managed
Total Minimum Plan Cost	\$478.80	\$742.80	\$1,030.80

INFORMATION ABOUT THE SERVICE

A 1300 number is a ten-digit inbound number that your business can use as a single point of contact across Australia, allowing you to attract customers from outside of your local area.

1300 numbers are often referred to as 'local call numbers' because your customers can call you from any landline anywhere in Australia for the cost of a local call. Because 1300 numbers are virtual business numbers, you can redirect your calls to different answer points depending on how your business operates. Incoming calls to your 1300 number can be answered on your mobile, landline, office phones or hosted phone systems.

When a call is made to a 1300 number from a fixed landline, the caller is charged at local call rate regardless of the state or location they are in. Mobile rates vary, depending on the caller's mobile carrier. The cost of a 1300 number call is shared between the caller and your business.

Other important conditions

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement available on our website.
- Early termination charge applies (except during any applicable cooling off period).
- A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required.
- Excludes high volume telemarketing



Hardware

A compatible ADSL2+ broadband modem and telephone handset is required to use this service.

Preconfigured Modem (voice enabled & Service Setup)	\$99.00
Upgrade to Premium Modem	Add \$99.00
Postage & Handling Charge	\$19.95

INFORMATION ABOUT PRICING

Your minimum monthly charge and total minimum plan cost
Please refer to the pricing table herein.

Usage Information

For information about your current usage levels please email Customer Service support@datalife.net.au or call 1300 923 880

Connection Timeframe

Once we've accepted your application, we'll try to connect your service on the date you ask for, but this might not always be possible.

If there has been a previous working service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within 2-3 working days of your request. If this isn't possible, then we aim to connect your service within 5 to 15 working days, depending on your location.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you signed up to your plan until the end of that billing period, as well as the minimum monthly charge in advance for the next billing period. Our billing period starts on the 1st of every month. You can keep track of your usage online by signing in to your Datalife account on our website at www.datalife.net.au.

Payment Processing and Credit Card Charges

If you pay by BPay savings or direct debit from a bank account there are no processing fees. Payments made by credit card will incur a surcharge, Mastercard and Visa 1.60%, Amex 3.6%, plus on-line service fee. \$5.45 fee may be charged each month. If you choose not to pay your bill by direct debit. Please email Customer Support support@datalife.net.au to set-up direct debit

Paper invoice fee

There are no charges for email or online billing. Paper bill fee of up to \$4.25 will be charged each month if you choose to receive a paper bill. Please email Customer Support support@datalife.net.au to arrange online billing or to request an email bill.

Early cancellation of your Service

If you cancel your Service, you will not be eligible to receive a refund on any fees that you've already paid to us. In the instance that data services are transferred to an alternative provider, IP voice service access will be charged at \$30.00 per month including GST. If you cancel your service after activation but before the Minimum Term has ended, you'll be charged an Early Termination Fee (ETF) up to the maximum amount of \$299. The ETF decreases each month you stay on the plan.

If you require your Service to be moved to a different area, you'll need to restart your term to avoid any ETC. If the Service isn't available in the area to which you would like it moved, your Service will be cancelled and an ETC will apply.

OTHER INFORMATION

Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please visit www.datalife.net.au You can also call us on **1300 923 880**

Concerns or disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy. or call us on 1300 923 880 Monday to Friday (9am-5pm AEST) or visit our website at www.datalife.net.au.

If you are not satisfied with the resolution of your complaint you can contact the Telecommunications Industry Ombudsman:
Phone: 1800 062 058.

Email: tio@tio.com.au Website: www.tio.com.au