



CRITICAL INFORMATION SUMMARY

FIXED LINE VOICE SERVICE

PLAN	Local	National	Total	Corporate	Basic
Monthly Access (Min. 24 Months)	\$45.95/month	\$55.95/month	\$85.95/month	\$33.00/month	\$35.00/month
Line	1 PSTN Line	1 PSTN Line	1 PSTN Line	1 PSTN Line	1 PSTN Line
Local Call	Unlimited	Unlimited	Unlimited	\$0.12/call	\$0.20/call
National Call	\$0.35 FF + \$0.25 per min	Unlimited	Unlimited	\$0.09 per min	\$0.35 FF + \$0.25 per min
13/1300	\$0.45/call	\$0.45/call	\$0.45/call	\$0.45/call	\$0.45/call
Fixed to Mobile	\$0.35 FF + \$0.25 per min capped at \$0.85/call	\$0.35 FF + \$0.25 per min capped at \$0.85/call	Unlimited	\$0.35 FF + \$0.17 per min capped at \$0.85/call	\$0.35 FF + \$0.40 per min
International	1) Standard Rate (referr rate card) or 2) \$10 Unlimited to our top 15 Countries (landline only)	1) Standard Rate (referr rate card) or 2) \$10 Unlimited to our top 15 Countries (landline only)	1) Standard Rate (referr rate card) or 2) \$10 Unlimited to our top 15 Countries (landline only)	Standard International Rate	Standard International Rate
Mobile Bolt-on - Unlimited Fixed to Mobile	\$30.00	\$30.00	Included	N/A	N/A
Total Minimum Plan Cost	\$1,102.80	\$1,342.80	\$2,062.80	\$792.00	\$840.00

INFORMATION ABOUT THE SERVICE

The service is a fixed line telephone with a monthly access fee, available to both residential and business customers. It is not part of a product bundle and is not be used as such by matching it with our other plans.

The following is a quick summary of all the important information about the Fixed Line Voice Service.

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).
- The Corporate Plan is only available to customer who 1) Subscribed to over three PSTN lines or 2) Corporate Telco spend over \$550 monthly.
- A Utility Plan is only available for utility purpose only e.g. EFTPOS machine
- The Plans noted herein are not to be used for the purpose of high volume telemarketing.

HARDWARE

You will be required to supply your own handset/s

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 Charges

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.

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.

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 contact email Customer Support support@datalife.net.au to set-up direct debit

Paper invoice fee

There are no charges for email or online billing. Up to \$4.25 paper invoice fee may be charged each month if you choose to receive a paper bill. Please contact Customer Support 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. If you cancel your service after activation but before the Minimum Term has ended, you'll be charged an Early Termination Fee (ETC) of \$199 for 24 months.

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 on our website www.datalife.net.au. Email support@datalife.net.au or call 1300 923 880 Monday to Friday (9am-5pm AEST)

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