



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Multiline** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid ISDN landline service on Optus network. It gives you access to our network, a block of phone numbers, and lets you make and receive calls from your landline to other landlines and mobile phones

Multiline services are only available in selected exchanges. In order to activate the service, all addresses must be qualified for service access which means that a presales qualification will be carried out before the order is processed.

### MINIMUM TERM

The minimum term of the plan is **12 months**.

### What's Included and Excluded?

These are the main charges for your calls:

- **Calls to Local numbers: 4.4¢ per min**
- **Calls to National numbers: 6¢ per min**
- **Calls to mobile same network (Optus to Optus): 18¢ per min**
- **Calls to mobile other network (Optus to Other): 20¢ per min**
- **Calls to 1300 Numbers: 0¢ per min, flag fall of 33¢ applies.**

### CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see [www.arcon.com.au](http://www.arcon.com.au)

### Information about pricing.

The monthly charge depends on the number of channels per service and is only available in an onnet area.

Monthly Access (Per channel) is **\$16**. Multiline is only available in certain areas.

### CONNECTION CHARGES

A connection fee of **\$100** per channel will apply for a 12 month contract and **FREE** for 24 month contract .

### EARLY TERMINATION

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee comprised of your total monthly access fee multiplied by the number of months remaining in your contract.

### Other Information

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### WE'RE HERE TO HELP

If you have any questions, just call us on **1300 780 649** so we can serve you better. Or you can visit us at [www.arcon.com.au](http://www.arcon.com.au) for additional information, including to access information about your usage of the service.

#### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.arcon.com.au](http://www.arcon.com.au) You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

 **1300 780 649**

 **sales@arcon.com.au**

 **www.arcon.com.au**