

Critical Information Summary

Express 1800 Plan



INFORMATION ABOUT THIS SERVICE

Description of the Service

This 1800 plan provide you with a 1800 number for receiving calls. This number is overlaid on top of your existing number and can be on an Australian fixed line or mobile number. Callers from a fixed line service can call your 1800 number from anywhere in Australia at no cost.

You cannot make calls out from this number.

Availability

This service is subject to confirmation of availability. We may not be able to provide this service in a particular area, at a specific premises or on a particular number.

Equipment and Network requirements

You will need a fixed telephone line and compatible telephone handset to receive calls on this service.

Minimum Term

You can get this plan on a 1 month (Freedom), 12 month (Balanced) or 24 month (Stable) contract

Bundling requirements

Your plan does not require you to bundle any other Express Services, however you may gain benefits from combining other services with this plan.

What's included

1800 telephone number, randomly generated.

What's not included

Smart numbers, telephone line or telephone line rental, call charges nor any network facilities or telephone handset.

INFORMATION ABOUT PRICING

Minimum monthly charge

\$14.30 per month when you pay by direct debit.

Total minimum cost

\$33.30 on a month to month contract, \$180.60 on a 12 month contract, \$343.20 over a 24 month contract, when you pay by direct debit.

Provisioning and Transfer charge

A once off administration charge to process your service.

Month to month contract	\$19.00
12 month contract	\$9.00
24 month contract	\$ Nil

Call charges / Usage charges

The following call costs are paid on calls received on your service. When someone calls your number you will be charged the cost as per the table below. This is in addition to the minimum monthly charge.

Calls From	Calls To	Cost	Flagfall
Local	Fixed	.10c per/min	.11c
National	Fixed	.12c per/min	.11c
Mobile	Fixed	.15c per/min	.11c
Local/National	Mobile	.23c per/min	.11c
Mobile	Mobile	.23c per/min	.11c
International	Fixed or Mobile	.66c per/min	.33c

International calls

You cannot make international calls from this service.

Mobile calls

You cannot make calls from this service. The cost of a standard national call received from any Australian mobile for 2 minutes including flagfall would cost as follows.

Received on a fixed number or Telephone	\$0.40c
Received on a Mobile number or device	\$0.56c

Plan changes

You may change your plan during your contract term at a charge of \$25 per change.

Early termination charge (ETC)

An Early Termination Charge will be applied if you cancel this service prior to the completion of the contract term. The maximum charge will vary subject to the contract duration, and decrease over the contract period.

No contract – month to month = \$NIL
All contracts (Min monthly charge x months remaining) For example, if you canceled a 24 month contract after 12 months $\$343.20 - (12 \times \$14.30) = \$171.60$ payable as an ETC

White Pages directory or Silent line

Your information may be listed in White Pages directories. You may choose to have a silent entry, which will be charged at \$5.00 per month.

Payment processing fee

A \$2.20 processing fee will be charged each month for non-direct debit payments made by credit or charge card. If you pay by BPay, savings or direct debit, there are no fee.

Paper invoice fee

A \$2.20 paper invoice fee will be charged each month if you choose to receive a paper bill.

OTHER INFORMATION

Usage Information

Some unbilled usage may be accessible by visiting <https://myaccount.expresstelecommunications.com.au/login>

Your usage will be subject to our "Fair Use Policy" see:- <http://www.expresstelecommunications.com.au/pdfs/policy/FairUsePolicy.pdf>

If you need any assistance, contact our Customer Service team on 1300 397 737.

Changing Wholesale Provider or Plans

Express utilises a range of different wholesale providers to deliver products and services that best suit our customer's needs. We may change the provider for your service for the remainder of your minimum term and move you to an alternative provider or plan that is reasonably comparable with your current plan. But only if we address any detrimental impacts that the change may have on you that is not minor.

If we change your wholesale provider, you must provide all reasonable assistance to enable the change to be implemented.

If you refuse our request, we may cancel your service/s by giving you 30 days' notice. If the service is cancelled, you will be liable for charges incurred up to the cancellation and any outstanding equipment charges (if equipment is not returned), but you will not be liable for any cancellation fee or Early Termination Charge (ETC).

Bills and Billing

You will be issued with a bill on the same date each month, unless it is changed.

Minimum monthly charge/s figures in this Critical Information Summary are based on one month's charges.

You will be billed in advance for your Minimum monthly charge/s and in arrears for your usage.

Your First Bill

Please note that your first bill will often be higher than normal because it will include pro-rata charges. It will include your minimum monthly charge (in advance), plus an additional minimum monthly charge (or portion of it) based on the number of days in the initial billing period. Plus any connection fees, provisioning or transfer charges, hardware purchases and usage charges for the initial period.

How to pay

You can pay for your service with BPay, Direct Deposit or Electronic Funds Transfer (EFT). You can also post a cheque or Pay by Phone with your Credit Card. Full details are included on your Bill.

Customer Service Guarantee (CSG)

The Express Telecommunications monthly charge and set up fee is based on your agreeing to waive your CSG. For more information on your rights and waiving the 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>

Fair Use Policy

The "Fair Use Policy" is designed to ensure that all our customers can access our services, without using those services in what we would consider to be an "unreasonable" or "excessive" manner, including, but not limited to "non-ordinary" or "commercial purpose use" of this plan. It also covers our actions related to monitoring compliance and our obligations to comply with directions from government, regulatory and other law enforcement bodies.

Priority Assistance

Please note that we utilise various wholesale providers and can NOT offer Priority Assistance. Telstra can normally provide this service.

Customer Service

If you need any help you can contact your local Express Telecommunications Representative, or call our main office on 1300 397 737. You can also check your account information on-line at any time by logging on at: <https://myaccount.expresstelecommunications.com.au/login>

Customer complaints

If you have a complaint or a dispute you can contact our complaint resolution area by calling us on 1300 397 737, post a letter to 4/5 Henry St, Loganholme QLD 4129 or email info@expressbusinessgroup.com.au We encourage you to contact us first so that we can try to resolve your complaint straight away.

Telecommunications Industry Ombudsman

If you're not satisfied with the outcome we provide, you can then contact the Telecommunications Industry Ombudsman on 1800 062 058 or you can go to their website <http://www.tio.com.au/making-a-complaint>

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