

Critical Information Summary

Landline Essential - Home



INFORMATION ABOUT THIS SERVICE

Description of the Service

This is for a Public Switched Telephone Network (PSTN) or Fixed Telephone Service. It can be used for making and receiving normal telephone calls, standard fax transmissions or used as a basic line for adding an additional ADSL service.

Availability

This service is subject to confirmation of availability. We may not be able to provide this service in a particular area or at a specific premise, and not from exchanges covered by Telstra's Exemption Exchanges Service Areas (ESAs)

Equipment and Network requirements

You will need a compatible telephone handset to make calls from this service.

Minimum Term

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

Line rental and telephone number.

What's not included

Call charges and any network facilities, telephone handset, ADSL service.

INFORMATION ABOUT PRICING

Minimum monthly charge

\$29.95 per month when you pay by direct debit.

Total minimum cost

\$38.95 on a month to month contract, \$359.40 on a 12 month contract, when you pay by direct debit. Plus any connection fee if applicable.

Call charges / Usage charges

The following call costs are in addition to the minimum monthly charge.

Call type	Cost
Local	.19c each
National	.21c per/min
Mobile	.29c per/min
13/1300	.44c each
1800	Nil

International calls

Charges for international calls vary based on the destination being called and are subject to change. For a current list of international call rates available on this plan go to <http://www.expresstelecommunications.com.au/pdfs/International Rates.pdf>

Mobile calls

A standard national call to any Australian mobile for 2 minutes including flagfall would cost \$0.58.

Connection fees (New or in-situ lines)

Our wholesale suppliers' standard connection charges are passed on at cost. Actual charge applied is decided by them.

Telephone line no technician required.	\$59.00
Telephone line with a technician involved.	\$125.00
New connection, or service has been disconnected for 12 months or more.	\$299.00

Provisioning and Transfer charge

A once off administration charge to process your service.

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

Upgrade with Add On Calling Plans

You can upgrade to include the following calling Plans. These upgrades will incur the following additional monthly charge.

Landline Growth	100 min (National calls only)	\$10.57
Landline Classis	200 min (National or Mobile calls)	\$25.53
Landline Supreme	Unlimited (Local, 13, National calls)	\$49.91
Landline Ultimate	Unlimited (Local, 13, National and Mobile calls)	\$59.84

Plan changes

You may change to a higher value 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 your contract term.

Month to month contract	\$ Nil
12 month contract	\$ 99.00

The maximum charge will be as above or the (minimum monthly charge x remaining months), whichever is lower.

White Pages directory or Silent line

Your information may be listed in White Pages directories if requested. 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 is 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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