

# Critical Information Summary

## Express NBN Voice - Home



### INFORMATION ABOUT THIS SERVICE

#### Description of the Service

This is for a National Broadband Network (NBN) Telephone Service. It can be used for making and receiving normal telephone calls.

#### Availability

This service is available in selected areas and subject to NBN infrastructure and equipment being installed.

#### Equipment requirements

You may need a compatible NBN modem to use this service. You can use your own or purchase one from Express. This is additional to the NBN Co provided equipment which is provided and installed by an authorised NBN Co technician.

#### Installation

You must have the property owner's permission to install this service. An NBN Co technician will be required to install equipment both outside and inside the property, and someone over the age of 18 will need to be present to gain access inside. There is no cost for the standard installation of NBN Co equipment.

If your installation is not standard then the NBN Co will inform you of any additional costs prior to starting the work.

#### Minimum Term

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

#### Bundling requirements

This plan does not require you to bundle any other Express Services. Although you may benefit from the inclusion of an NBN data service or an Add On Calling Plan.

#### What's included

This plan includes a Voice service and telephone number.

#### What's not included

A NBN compatible modem. A compatible telephone handset. No allowance is included for any telephone calls on this plan.

### INFORMATION ABOUT PRICING

#### Minimum monthly charge

\$35.15 per month when you pay by direct debit.

#### Total minimum cost

\$222.15 on a month to month contract, \$454.80 on 12 month contract, and \$843.60 on 24 month contract, when you pay by direct debit.

#### Call charges / Usage charges

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

Call type	Cost
Local	.04c per/min
National	.19c per/min
Mobile	.29c per/min
13/1300	.39c per/Call
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

A once off connection/provisioning charge will apply.

1 month plan	\$187.00
12 month plan	\$33.00
24 month plan	\$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.

NBN Supreme	Unlimited (Local, National calls)	\$16.39
NBN Ultimate	Unlimited (Local, National and Mobile calls)	\$29.59

#### 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 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 $\$843.60 - (12 \times \$35.15) = \$421.80$ payable as an ETC

#### 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.

#### Paper invoice fee

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

### 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.

## 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](mailto: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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