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PSTN Basic

Critical Information Summary

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Your Qured PSTN Basic Plan is a Land line service provided by Telstra Wholesale

MINIMUM CONTRACT TERM

12 Months

WHAT'S INCLUDED

Your Qured Basic PSTN line includes 1 x PSTN line with 1 concurrent call and line rental only

WHAT'S NOT INCLUDED

Your plan does not include calls to Local, National, Mobile or to 13/1300 numbers, international calls and premium service numbers. Charges to these services will apply and are outlined below.

INFORMATION ABOUT PRICING

YOUR MONTHLY CHARGE

\$30.00 – Your monthly charges are billed according to your billing cycle.

This does not include new connection fees, relocation fees or usage charges. Connection and installation fees are charged at Telstra's standard rate and passed on to you, Qured do not mark up any Telstra installation costs

Installation \$299.00 for a new service where no active phone line is installed - \$59.00 for an in-place service that is located on your premises (note additional charges may apply if you need a technician to jumper or cable the line to your desired location)

MINIMUM TOTAL COST

The minimum total cost per service per is \$360.

This does not include new connection fees, relocation fees or usage charges.

EARLY TERMINATION FEE

12 Month Contract: \$99

STANDARD CHARGES

Local Calls – 20c per Call Untimed

National Calls - 20c per Call Untimed

Mobiles – 25c Per Minute then after 1st Minute billed by the second

13/1300 Calls – \$0.44c per call

All included calls are subject to the Qured Acceptable Use Policy which can be viewed at www.qured.com.au/index.php/support/legals.



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PSTN Basic (continued)

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CHARGES TO INTERNATIONAL NUMBERS

You will be charged if you make calls to international numbers. To view Qured International rates to overseas destinations please see www.qured.com.au/index.php/support/international-rates

OTHER INFORMATION

BILLING

The figures in this critical information summary are for a full billing cycle, but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. You will be billed on the same day each month for your minimum monthly charge as well as any additional usage during this billing period.

CUSTOMER SERVICE

If you have any questions regarding your plan, simply call our customer assistance line on 02 8325 0111

COMPLAINTS OR DISPUTES PROCESS

If you have a problem or complaint about your service please call us on 02 8325 0111 or visit www.qured.com.au/legal/customer-terms for more information on our complaints handling procedure and relevant contact information.

FURTHER ASSISTANCE

If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found on their website tio.com.au. Qured asks that you contact the TIO as a last resort as we will work with you to resolve any issue that may occur. You can contact us on 02 8325 0111 during business hours from 8am to 5pm Mon to Fri for assistance

This document is a summary only. To see our full terms and conditions please visit

www.qured.com.au/index.php/support/legals.