

Everyday Home Phone



Critical Information Summary

Information about the service

The Service:

Our **PSTN** service provides a post-paid landline service. It gives you access to our network, access to additional services, and allows you to make and receive calls from your landline to any other telephone number around the world.

Bundling:

To receive this plan, you must have your long distance calls with us for the duration that we provide you this service. Please contact us for further information.

Minimum term:

The service is available on a month by month basis

Important conditions:

All bills are delivered by email and Direct Debit from either a bank account or credit card is required. Please contact us for further information.

Information about pricing

Minimum monthly charge:

	Monthly Fee
Minimum monthly charge	\$69.00
Minimum charge for entire term	\$69.00

- All prices quoted are inclusive of GST

Early termination charges:

Early Termination Fees do not apply.

Unit Pricing Information:

Calls to local numbers	\$0.00 per call
Calls to national numbers	\$0.00 per minute
Calls to mobiles	\$0.00 per minute
Calls to 13/1300 numbers	\$0.44 per call
Calls to international numbers	Please visit www.visiontelco.com.au

- You will be billed in per minute increments.

Other information

Usage information:

You can monitor your usage at www.visiontelco.com.au

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 847 835 or by sending an email to sales@visiontelco.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of October 2016.