



CRITICAL INFORMATION SUMMARY:

Phone (TransBIZ Flex)

Information About The Service

TransACT Phone is a traditional landline telephone service – it's simple, hassle-free, comes with competitive call rates, and great benefits when you bundle it with an TransACT Broadband plan. TransACT also provides ISDN service to support different voice requirements.

Required Services & Availability

TransACT Phone is not sold standalone, and is only available bundled with a TransACT Broadband service. TransACT Business Phone can only be bundled with Business Broadband services.

Minimum Term

Minimum 12 months or 24 month contract applies.

Included Features

- Free local calls on TransACT network
- Call waiting
- Caller Number Display
- Call forwarding
- Three Way Calling

Along with great bundling benefits when you combine Broadband & Phone, all TransBIZ Flex Phone services include a range of great features. Also local calls to other TransTALK and TransBIZ customers by TransTALK Premium, TransTALK AllTime and TransBIZ 1/2/10/20/30 customers are provided free of charge.

Information About Pricing

Monthly Charges

TransACT offer different voice plans on different monthly rentals, and call rates detailed further below.

- The Total Maximum monthly charge is the sum of the Minimum Monthly line rental charge above, and the cost of any calls made/additional charged features added

| Plan Name | Minimum Monthly Charge | Connection Charges |
|------------------|------------------------|------------------------|
| TransBIZ Flex 1 | \$39.95 | \$55 to \$299 per line |
| TransBIZ Flex 2 | \$73.50 | \$324.50 |
| TransBIZ Flex 10 | \$355.00 | \$2,035.00 |
| TransBIZ Flex 20 | \$710.00 | \$2,750.00 |
| TransBIZ Flex 30 | \$1,035.00 | \$3,080.00 |



Monthly Charges

| TransBIZ | PSTN 1 | ISDN 2 | ISDN 10 | ISDN 20 | ISDN 30 |
|------------------------|--|--|--|--|--|
| Calls TransACT numbers | 0c | 0c | 0c | 0c | 0c |
| Local Calls | 16¢ per call | 4¢/min+6c connection fee | 4¢/min+6c connection fee | 4¢/min+6c connection fee | 4¢/min+6c connection fee |
| National calls | 12¢ per minute plus 25¢ connection fee | | | | |
| Calls to mobiles | 33¢ per minute plus 25¢ connection fee | 33¢ per minute plus 25¢ connection fee | 27¢ per minute plus 18¢ connection fee | 27¢ per minute plus 18¢ connection fee | 27¢ per minute plus 18¢ connection fee |
| International calls | Varied + 25c flagfall | | | | |

**International rates vary by destination, and the call cap is only available for calls to selected destinations.

For TransBIZ 1 & 2 individual rates, and a list of countries are listed at <http://www.transact.com.au/en-ACT/~media/021A366A73A94C2AA6295223C46DD79E.pdf>

For TransBIZ 10,20 & 30 individual rates, and a list of countries are listed at <http://www.transact.com.au/en-ACT/~media/7B26ECA5B9B04787B4764E5697D25CAF.pdf>

Unless otherwise noted, timed charges for National, Mobile & International calls are assessed on a per second basis, with a minimum assessed duration of one second.

| Phone Service | Cancellation Charges within the contract term |
|---------------|---|
| TransBIZ 1 | \$200 per line |
| TransBIZ 2 | \$200 per line |
| TransBIZ 10 | \$1,500.00 |
| TransBIZ 20 | \$2,000.00 |
| TransBIZ 30 | \$2,250.00 |

Other Information

Usage Information

Customers can obtain information on their Broadband usage at <https://toolbox.transact.net.au>

Customer Service Contact Details

You can contact TransACT for Sales, Support & Billing assistance via **13 30 61**. See www.transact.com.au/en/contact for more details.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.transact.com.au/en-ACT/support/accounts/complaints

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint

Further information: www.transact.com.au/en-ACT/business/products/phone