
critical information summary for \$127.00 landline plan

Description of the Service

This service is a standard (PSTN) phone service that can be used to make and receive calls.

Minimum Term

This plan has a 24 month minimum term.

What's Included and Excluded?

The following calls are included at no additional charge:

- Local calls
- National calls
- Calls to mobile

Additional charges apply for calls not included in your plan. The main charges are:

- Calls to 13/1300 numbers: 55c per call

Information about Pricing

Charges

Your minimum monthly charge for line rental is \$127.00.

The minimum amount you'll pay over the 24 month term for line rental is \$3,048.00

Early Termination

If you cancel a service or transfer a service away prior to the end of your contract term you will incur an early termination charge of \$320.00 per service.

Calls to International Numbers

Calls to Key Telecom's top 10 international destinations are charged at 20c per 30 seconds with a first minute minimum charge of 30c.

Different rates apply to call other international numbers. All international calls are charged in 30 second increments. For all international call rates, please contact us on 1300 174 637.

Connection Charges

A connection fee may apply where there is no active line present:

- Without a technician visit \$92.57
- With a technician visit \$253.75
- New telephone line installation \$467.77 with a technician visit and cabling work done up to the MDF.

Other information

Usage Information

A spend management tool is available to all Key Telecom customers free of charge via the member portal at: please contact us on 1300 174 637.

Connection Timeframes

Once we've accepted your application, we'll try to connect your phone service on the date you ask for, but this might not always be possible. If there has been a previous working phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Service Details

Key Telecom fixed wire services use the Telstra network. Key Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

For further information on the Telstra network please visit <http://www.telstra.com.au>

Silent Line

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for a Silent Line. You'll be charged \$5.00 per month.

Fair Use Policy

Please note that our Fair Use Policy applies to this plan. This is to prevent unfair or fraudulent use of the service. Please familiarise yourself with this policy on our <https://www.keyintegration.com.au/legal/> website.

We're here to Help

If you have any questions, just call us on 1300 174 637 so we can serve you better. Or you can visit us at <https://www.keyintegration.com.au/> for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <https://www.keyintegration.com.au/legal/> and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>