



## CRITICAL INFORMATION SUMMARY

### ClubTalk Plan

#### Information about the Service

This service provides a landline service utilising PSTN. This service can be used to make and receive calls.

##### Bundling Requirements

This service does not require you to bundle any other Club Telco services.

##### Equipment Required

An active telephone line and a telephone handset is required to use this service.

##### Minimum Term

1 month

##### Additional Information

This plan includes line rental but excludes any usage charges. \$2 Special calls are included providing national calls for up to 2 hours and mobile calls for 20 minutes for \$2 per call.

##### Annual Membership

Club Telco customers are required to pay an annual membership fee of \$80. This fee entitles you to membership benefits including our Best Plan Guarantee. This membership fee is included in your minimum monthly charge for your First month's service. The annual membership fee is only payable once per customer per year, regardless of the number of services the customer has with Club Telco.

#### Information about Pricing

Contract Term	Min Monthly Charge	Total Min Cost (in the first month)	Max Monthly Charge	Cost of 2min national mobile call	Early Termination Fee
1 month	\$30.00	\$110.00	Variable dependent on usage	\$0.70	N/A

Initial monthly charge includes the Club Telco annual membership fee (\$80).

##### New Connection Fee for Phone Line

A connection fee for the phone line may also apply. When applicable, this fee ranges from \$59 to \$299.

##### Call Charges

Local Call	\$0.20 untimed	13/1300 Call	\$0.39 untimed
Standard / National Call	\$0.20 per minute	International Call	Refer to link below
Mobile Call within Australia	\$0.35 per minute	Flagfall	\$0.39 (Int)

\$2 Special calls are included providing national calls for up to 2 hours and mobile calls for 20 minutes for \$2 per call.

Costs for international calls are subject to change. Our current international call costs are always available at

[https://www.clubtelco.com/international\\_landline\\_rates.html](https://www.clubtelco.com/international_landline_rates.html).

## Other Information

### Monitoring your usage

View up to date information about your data usage by logging in to MyAccount at [www.clubtelco.com](http://www.clubtelco.com) or by calling Customer Service on 13 TELCO (18 83 52).

### Billing

Your first bill may include pro rata charges for part of a month if you started or changed your plan part-way through a billing period.

### Customer Service Contact Details

Phone: 13 TELCO (13 83 52)

Website: [www.clubtelco.com/contact.html](http://www.clubtelco.com/contact.html)

Email: [contactus@clubtelco.com](mailto:contactus@clubtelco.com)

### Complaints and Disputes

If you have a complaint or a dispute please visit [www.clubtelco.com/contact.html](http://www.clubtelco.com/contact.html) where you will find full contact details for our complaints department, as well as a copy of our complaints and disputes handling processes. You may also lodge by calling 13 TELCO (13 83 52) or by sending an email to [contactus@clubtelco.com](mailto:contactus@clubtelco.com).

### Telecommunications Industry Ombudsman

If you are not satisfied with how your complaint has been handled by Club Telco, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us).