



goSuperValue & goSuperValue PLUS

ClubTelco goSuperValue & goSuperValue Plus plans are available to all residential full service (local and long distance) customers.

MONTHLY ACCESS FEE

goSuperValue and goSuperValue Plus charge a recurring monthly access fee that is charged one month in advance. This fee is detailed as a line rental charge on your bill.

NATIONAL CALLS AND CALLS-TO-MOBILES

National call and call-to-mobile rates listed are per minute rates and apply 24 hours a day, 7 days a week. National calls and calls-to-mobile are billed in six second increments. A connection fee (flagfall) of 39c on goSuperValue and 35c on goSuperValue Plus applies to all national calls and calls-to-mobile.

LOCAL CALLS

Local call rates listed are the per call rate and apply 24 hours a day, 7 days a week. Local calls are billed on a per call basis.

INTERNATIONAL CALLS

International call rates listed are per minute rates and apply 24 hours a day, 7 days a week. All international calls are billed in six second increments. Calls to international mobiles incur a surcharge, unless listed as a separate rate. A 39c connection fee (flagfall) is applied to all international calls made on goSuperValue plan. No connection fee applies to international calls made on goSuperValue Plus.

GENERAL RATES

All rates are correct at 01/05/07. If ClubTelco increases any rate we will endeavor to notify you 30 days in advance. Rate decreases can be applied by ClubTelco without prior notice.

All calls made are charged in arrears.

NATIONAL CAP SPECIAL

ClubTelco national cap special is available on goSuperValue and goSuperValue Plus home phoneplans and applies 24hours a day, 7 days a week. As at 01/05/07, the special cap rate is \$1.89 for up to 2 hours calling. The national cap special applies to any national calls made outside of your local area. ClubTelco standard rates apply up to the cap value, once the capped value is exceeded standard rates apply. The appropriate connection fee is included within the cost of the national cap special.

MOBILE CAP SPECIAL

ClubTelco mobile cap special is only available on goSuperValue Plus home phone plan and applies 24hours a day, 7 days a week. As at 01/05/07, the cap special rate is \$1.74 for up to 15 minutes calling. The mobile cap special applies to any calls made from your home phone to an Australian mobile within Australia. ClubTelco standard rates apply up to the cap value, once the

capped value is exceeded standard rates apply. The appropriate connection fee is included within the cost of the mobile cap special.

LINE RENTAL DISCOUNT

Line rental discount is only available on goSuperValue Plus home phone plan and is calculated based on the eligible call spend during that billing period. The discount is applied to the line rental charge applied during that billing period. Eligible call spend is defined as the call charges incurred by making national calls, calls-to-mobile and international calls (including connection fees) during that billing period. Eligible spend does not include local calls, line rental or any equipment charges.

goSuperValue Plus ADDITIONAL CHARGE

The additional charge for upgrading to goSuperValue Plus (\$2.50) will appear on your bill included in the line rental.

RULES ON TRANSFERRING TELEPHONE SERVICE FROM ANOTHER PROVIDER

- By transferring your telephone number(s) to ClubTelco from another provider, the service associated with that telephone number will be disconnected from your existing service provider's network and may result in finalisation of the account for that service. You give up all previous contractual rights with your current telephone service provider (e.g. discount plans, charity concessions etc). You may have outstanding contractual obligations and costs owed to your current Service Provider. ClubTelco is not liable for any such costs. Certain functions and facilities provided by your current telephone service provider may not be available from your new ClubTelco service. By transferring your telephone number(s) to ClubTelco from another provider, you remain liable for any charges and fees incurred as a result of churn (contract termination fee etc.)
- You must not deactivate your existing service when transferring. Telephone numbers can only be transferred while active.
- ClubTelco does not guarantee that it can transfer your telephone number(s) from your current Service Provider. Your current Service Provider may reject this transfer request if the information you provide is incorrect or does not match the data held by them. In this case you authorise ClubTelco to correct the information and resubmit the request to transfer your telephone number to ClubTelco or dispute the rejection by your current Service Provider. A transfer request may also be rejected for other reasons as stated in the LNP Industry Code.
- ClubTelco does not warrant that the telephone number(s) will be transferred within any specified timeframe. Porting Hours of Operation are 8am to 5pm AEST/AEDST Monday to Friday, excluding National Public Holidays. Cutover can only be initiated at least 3 business days after the transfer Notification Advice is sent by ClubTelco to your current Service Provider. If a transfer request is rejected and needs to be resubmitted, cutover cannot take place for at least another 3 business days after the request is resubmitted.
- In the event of a transfer, withdrawal or reversal, ClubTelco is not responsible for any period of outage.
- To the extent permitted by law ClubTelco is not liable to you or any person claiming through you for damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to transferring telephone number(s)/service(s)
- Only your telephone number(s) will be transferred to ClubTelco. This may result in the loss of any Value Added Services that are associated with the service provided by your existing Service Provider (eg Voicemail).

Monthly eligible spend:	Line Rental discount:
Under \$75 No discount	Under \$75 No discount
\$75 - \$149	\$2.00
\$150 - \$199	\$6.00
\$200 - \$299	\$13.00
\$300+	FREE line rental

- If you wish to transfer your telephone number(s) from ClubTelco to another Service Provider, then you must contact the other Provider ClubTelco reserves the right to charge a fee for transferring your telephone number to or from ClubTelco
- Local Number Portability (LNP) and ULLS porting does not guarantee you can keep your telephone number if you move to a different geographic location

GENERAL

The terms of the relevant ClubTelco current terms and conditions, as varied from time to time will apply to the use of services. With regard to privacy, ClubTelco only collects personal information from you that is necessary to perform the service sought by you. The kinds of personal information ClubTelco holds about you will depend on the services you request from ClubTelco and the use that you make of those services. ClubTelco respects your privacy and as a result, ClubTelco does not trade, rent or sell your personal information to provide you with a communications service. In the course of providing this service to you we may also use your personal information for the following related services: provisioning or connecting your service, network routing, providing you with customer service, credit checking, billing, investigating complaints & fixing faults in relation to your service and any payment follow ups that you may owe us. We may also use your personal information to tell you about our other products and services or bundled offerings, provided by ClubTelco in conjunction with either our related bodies corporate or our business partners and associates.

You agree that ClubTelco may exchange information about those credit providers named in this application or named in a consumer credit report issued by a credit reporting agency for the following purposes:

- a. to assess an application for credit
- b. to notify other credit providers of a default by the Applicant
- c. to exchange information with other credit providers as to the status of this account where you are in default with other credit providers
- d. to assess your credit worthiness
- e. e) to provide information to you about other goods or services which we or any of our Related Bodies Corporate, or any of our partners and associates or the partners and associates of suppliers (such as telecommunication entities, providers of products or services which are related to the Services, media entities, event organisers, equipment suppliers and the suppliers of any other product or service with whom we have engaged in a joint initiative) may offer to you.

Generally, you have the right to see or obtain a copy of personal information about you that we may hold. ClubTelco will handle requests for access to personal information in accordance with the National Privacy Principles. To request access to your personal information please contact 13 TELCO (13 83526)