

Critical information summary

Eftel Speak@Home Lite Plan - \$29.95 per month

INFORMATION ABOUT THE SERVICE

Your speak@home lite plan is for a home telephone service that gives you line rental and a telephone number which enables you to make and receive calls.

Minimum Term

1 Month

What's Included

Your speak@home lite home phone plan includes home phone like rental and a telephone number.

What's Not Included

You must pay for all calls made on your speak@home lite plan, these charges are outlined below in the standard call charges section of this document.

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge

\$29.95 –Your monthly usage will be charged at the rates below and will be billed according to your billing cycle.

No Early Termination Charges Apply

Because Eftel home phone services are month-to month there are no early termination charges.

The total minimum amount that you will pay over the period of your plan term is \$29.95 if on a one (1) month contract.

Standard Charges

Cost of Making a 2 minute call to Australian mobiles– \$1.03 (including flagfall).

Local Calls – 19.7c per minute.

National Calls – 19.7c per minute.

Mobile Calls – 39.4c per minute.

13/1300 Calls – 44c per call

Charges to International Numbers

You will be charged if you make calls to international numbers:

* International Calls – To view International rates to overseas destinations see

http://www.eftelretail.com/for_home/phone.cms .

* International Call Connection Fee – \$0.39 per call.

New Connection Fees

There are no Setup fees if you have an existing working landline on the Telstra Network, if you do not have an existing working landline the following connection fees apply:

No Technician Visit Required: \$59

Technician Visit Required: \$59-\$299 (depending on the amount of work required).

OTHER INFORMATION

Call Usage Information

Eftel have spend management tools which are designed to assist you in managing your spend. You can check your monthly usage in MyAccount at <http://www.eftelretail.com/> .

Connection Timeframes

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, but this might not always be possible. If there has been a previous working home phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between. If this isn't possible, then we aim to connect your service within 5 to 15 working days, depending on your location.

Billing

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

CUSTOMER SERVICE:

If you have any questions regarding your plan, technical support or service please call us on 1300 550 550.

Complaints or Disputes Process

If you have a problem or complaint about your service please contact us on 1300 550 550 or visit <http://www.eftelretail.com/data/367/Eftel-Complaints-Handling-Policy.pdf> for more information on our complaints handling procedure and relevant contact information.

Further Assistance

If you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au.

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