

CRITICAL INFORMATION SUMMARY BOLT ON ENDLESS 13/1300 LANDLINE PLAN

DESCRIPTION ABOUT THE SERVICE

The Endless 13/1300 plan is a service that provides unlimited calls to 13/1300. This plan can only be associated to nominated plans by Axecom. Can only be used for normal residential or small business practices. Alarm service that use the 13 services to dial back to base, cannot be included with in the package amount. Fair Use Policy applies.

COST PER MONTH

The fixed additional cost per service is @ \$14.95

MINIMUM CONTRACT TERM

The service is available with a no minimum term, the end user can give 30 days notice to can the Endless 13/1300 plan and pay as you go for normal 13/1300 calls .

KEY DETAILS

- ENDLESS 13/1300 is per approved consumer & SOHO business arrangements only. No enterprise or corporate accounts.
- Each ENDLESS 13/1300 plan is restricted to 1 account or location for both Residential & Small business clients
- To qualify for this plan you must be the legal leasee of the telephone line or business services

INFORMATION ABOUT PRICING

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of printing. All pricing is inclusive of GST.

This information is a summary only. Please visit www.axecom.com.au/standardformofagreement for our Standard Form of Agreement, Fair Use and Acceptable Use Policy, which set out terms and conditions on which we provide our products and services.

OTHER INFORMATION

- Customers on the AXECOM plan can access call and data usage information on the Axecom website- www.axecom.com.au by proceeding to the Bill Tab and logging on with client log on details. These details can be obtained by calling Axecom Customer care on the below number
- Axecom Customer Service Department can be contacted by any one of the means below:
- Phone Contact: 1300 81 67 67 8am-6pm AEST Monday-Friday
- Email: support@axecom.com.au
- In order to access Axecom's internal dispute resolution process please contact one of our friendly customer care staff by means of either phone or email, details of which are stated above
- If in any case customers are not satisfied with Axecom Conduct and feel that the internal dispute resolution process has not resolved the issue, consumers can contact the Telecommunications Industry Ombudsman (TIO) on the below details
- Hotline for Complaints and Enquires: 1800 062 058 hours of operation are 9am-5pm AEST Monday-Friday.

Online complaint form can be lodged on the TIO website: www.tio.com.au under the About Us Page.



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PAYMENT METHOD

Payment by Direct Debit only applies.

CONTACT US

At Axecom we are committed to a highest standard of customer care. If you have any queries or problems please contact us by way of the one of the options below:

Phone: 1300 81 67 67

Email: customercare@axecom.com.au

Online: www.axecom.com.au

Postal: PO Box

Contact Hours: Monday– Friday 8am–6pm AEST

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