

# CRITICAL INFORMATION SUMMARY ENDLESS V 19

## DESCRIPTION ABOUT THE SERVICE

The V19 plan is a service that provides unlimited calls to mobiles. This plan can only be associated to nominated plans by Axecom. Can only be used for normal residential or small business practices. for Residential & small to medium business offering 1 PSTN line and unlimited ADSL2+ broadband.

## COST PER MONTH

The fixed additional cost per service is @ \$19.95

## MINIMUM CONTRACT TERM

The V19 has no minimum term

## KEY DETAILS

- No Minimum term for any TAG On Service.
- V19 is per service (Line) or User depending on the type of service deployed.
- Each V19 plan is restricted to 1PSTN landline and is available to both Residential & business clients
- This V19 plan is only available on Bundle ADSL/NBN plan.
- ISDN, EFM or digital data services cannot be used on the V19 product.
- To qualify for this plan you must be the legal leasee of the telephone line
- 30 days notice is required to End the V19 Plan.
- All plans must be on Direct Debit.

## INFORMATION ABOUT PRICING

### MONTHLY ACCESS FEE

\$19.95

Pro rata charges (if applicable) will also be added to your first bill worked out as a fraction based on how many days in the month are left from the time you joined us plus one months bill in advance.

### TOTAL MINIMUM COST

\$19.95 Per month, which includes all calls to mobiles for 1 line or User.

## 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](http://www.axecom.com.au) 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.

### TRANSFERRING TO THE NATIONAL BROADBAND NETWORK (NBN)

Your Plan term could overlap with the rollout of the NBN. Upon completion of the NBN in your local area, Axecom



# CRITICAL INFORMATION SUMMARY

## ENDLESS V 19

will endeavour to ensure you move to the NBN successfully. Please contact us on 1300 81 67 67 to talk to our sales representative to find an NBN plan that suits you

### OTHER INFORMATION

- Customers on the AXECOM plan can access call and data usage information on the Axecom website- [www.axecom.com.au](http://www.axecom.com.au) by proceeding to the Pay My 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 9am-6pm AEST Monday-Friday
- Email: [customercare@axecom.com.au](mailto:customercare@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](http://www.tio.com.au) under the About Us Page.

### NON- DIRECT DEBIT FEE

A \$4.95 fee will be charged each month if you choose not to pay our service by direct debit. To set up direct debit please call our staff on 1300 81 67 67

### PAPER INVOICE FEE

A \$4.95 paper invoice fee will be charged monthly if you choose to receive a paper bill

### LATE PAYMENT FEE

A \$19.95 fee will be charged in the event the account is not paid by the due date.

### PAYMENT PROCESSING FEES

If you pay by bPAY, savings or direct debit from a bank account there are no processing fees. A processing fee applies to payments made by credit card. For details go to [www.axecom.com.au](http://www.axecom.com.au)

### 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](mailto:customercare@axecom.com.au)

Online: [www.axecom.com.au](http://www.axecom.com.au)

Postal: PO Box 1326 St Kilda VIC 3182

Contact Hours: Monday- Friday 9am-6pm AEST

**AXECOM – EMBRACING THE FUTURE NOW!**

