

CRITICAL INFORMATION SUMMARY INTERNATIONAL TOP 10 (ABROAD 10 LANDLINE PLAN)

DESCRIPTION ABOUT THE SERVICE

The ABROAD10 plan is a service that provides unlimited calls to the top 10 countries listed below. All direct calls to landline services only included in the unlimited calls, additional charges may apply to mobiles calls in the below nominate countries.

This plan can only be associated to nominated plans by Axecom. 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 Abroad 10 plan and pay as you go for normal international calls.

KEY DETAILS

- ABROAD10 is per approved consumer & SOHO business arrangements only. No enterprise or corporate accounts.
- Cannot be used for and call centre dialler or any practice not deemed as normal call patterns.
- Each ABROAD10 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

MONTHLY ACCESS FEE

\$14.95

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

ABROAD10 – Countries: Canada – China – Germany – France – New Zealand – Hong Kong – Malaysia – Singapore – United Kingdom – USA

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.



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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 9am-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.

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 1326 St Kilda VIC 3182

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

AXECOM – EMBRACING THE FUTURE NOW!

