

# CRITICAL INFORMATION SUMMARY

## AXELINE 34.95 PLAN

### DESCRIPTION ABOUT THE SERVICE

AXECOM PSTN is called, AXELINE \$34.95 plan is 1 PSTN landline for any consumers or business client who require traditional lines.

### MINIMUM TERM

The total minimum term on the AXELINE 34 Plan is 24 months

### INCLUSIONS

- Line Rental
- GST

### EXCLUSIONS

- Cost of local calls
- Cost of national calls
- Cost of calls to mobiles
- Cost of calls to 13/1300 numbers
- Premium numbers, back to base alarms and 1900 numbers are not included, contact customer care to unlock access to these numbers which incur an extra cost on top of the base plan charge
- Each AXELINE 34 plan is restricted to 1 PSTN landline and is available to residential clients only
- AXELINE 34 plan is not available on ISDN or digital data services
- AXELINE 34 plan cannot be used outside of the normal scope of the consumer market
- To qualify for the plan you must hold an Australian Citizenship and be the legal leasee of the telephone line
- This offer is not part of a bundle and does not require you to purchase any hardware

### INFORMATION ABOUT PRICING

Calls are charged as below:

USAGE TYPES	AMOUNT
Calls to Local Landline numbers in Australia	18c P/Call
Calls to National numbers in Australia	18c P/Min
Calls to Mobile numbers within Australia	38c P/Min
Calls to 13/1300 numbers	42c P/call
International calls	As per the rate card <a href="http://AXELINE.com.au/int">AXELINE.com.au/int</a>

- Upon initial connection of the AXELINE 34 plan the first minimum monthly charge is \$34.95+ any pro rata charges.
- The pro rata charge is worked out as percentage based on how many days in the month are left from the time you joined AXELINE plus one month in advance.

Thereafter AXELINE 34 plan has a minimum monthly charge of \$34.95 over a 24 month contract term

- Over the 24 month plan the total minimum cost of AXELINE 34 is \$838.80

If you chose to cancel your AXELINE 34 plan before the end of the 24 month agreement term and out of the 10



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working day cooling off period, the agreement payout is, an early cancellation fee charge of \$280.00 per line (PSTN) Inc GST These charges are payable to AXELINE Pty/Ltd within 14 days from your final invoice due date.

### OTHER INFORMATION

- Customers on the AXELINE PHONE 34 plan can access call and data usage information on the AXELINE website- [www.AXELINE.com.au](http://www.AXELINE.com.au) by proceeding to the website and logging on with client log on details. These details can be obtained by calling AXELINE's Customer care on the below number
- AXELINE 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: [customercare@AXELINE.com.au](mailto:customercare@AXELINE.com.au)
- In order to access AXELINE'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 AXELINE 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

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

### OTHER FEES FOR CALL TYPES

Telephone Line with out a technician visit	\$59.00
Telephone Line with a technician visit	\$127.00
New Telephone line connection with a technician visit and cabling work	\$299.00

AXECOM- EMBRACING THE FUTURE NOW!



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