

CRITICAL INFORMATION SUMMARY

OZ Complete Plan

Information about the Service

This service provides a landline service utilising PSTN. This service can be used to make and receive calls.

Minimum Term

1 months

Bundling Requirements

This service does not require you to bundle any other Spektrum services.

Equipment Required

An active telephone line and a telephone handset is required to use this service.

Information about Pricing

Contract Term	Min Monthly Charge	Max Monthly Charge	Total Min Cost	Early Termination Fee
1 month	\$30.95	Variable dependant on use	\$30.95	N/A

New Connection Fee for Phone Line

A connection fee for the phone line may also apply. When applicable, this fee ranges from \$59 to \$299.

Residential Fixed-Line Services (All Rates are Inclusive of GST)

Plan Name	OZ Complete
Monthly Fee:	\$30.95
Local Calls:	20c per call
STD Calls:	18c per minute
STD Cap:	\$2 for 3 hours anytime of the day
Mobile Calls:	33c per minute
Mobile Cap:	\$2 for 20 minutes anytime of the day to any/all networks in Australia

- Direct Debit Customers receive \$1 per month discount.
- Fair Use Policy applies, visit <http://www.spektrumcommunications.com.au>
 - Once cap limits are reached standard rates apply
 - Rates are Billed in per minute blocks
- Connection fee applies to calls charged on a timed basis (STD, Mobile & International)
 - Call caps include connection fee for timed calls

Other Information

Priority Assistance

Priority Assistance is a service designed to help residential customers who are, or who have a person living at their home, who has been diagnosed with a life-threatening medical conditions and whose life may be at risk without access to a fully operational phone service. Spektrum does not offer a Priority Assistance service as Spektrum relies on wholesalers and therefore cannot guarantee the connection time frames listed within the Communications Alliance code.

How to pay for your service

You can pay your service by direct debit from either your credit card (no additional fees apply) or your bank account (\$1.90 processing fee applies per transaction). Monthly fees in advance and usage charges incurred during the month are debited 7 days after bill issue. You can also pay by Australia Post via cash, savings card or cheque

Statements

Spektrum provide you with a choice of receiving your statements electronically (no additional fees apply) or via post (\$2.20 fee per statement).

Customer Service Contact Details

Phone: 13 Spektrum 1300693099

Website:

www.Spektrumcommunications.com.au

Complaints and Disputes

If you have a complaint or a dispute please visit www.Spektrumcommunications.com.au where you will find full contact details for our complaints department, as well as a copy of our complaints and disputes resolution processes.

Telecommunications Industry Ombudsman

If you are not satisfied with how your complaint has been handled by Spektrum, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at www.tio.com.au/about-us/contact-us.