



CRITICAL INFORMATION SUMMARY:

## Phone (TransBIZ)

### Information About The Service

TransACT Phone is a traditional landline telephone service – it's simple, hassle-free, comes with competitive call rates, and great benefits when you bundle it with an TransACT Broadband plan. TransACT also provides ISDN service to support different voice requirements.

#### Required Services & Availability

TransACT Phone is not sold standalone, and is only available bundled with an TransACT Broadband service. TransACT Business Phone can only be bundled with Business Broadband services.

#### Minimum Term

Minimum 12 months or 24 month contract applies.

#### Included Features

- Free local calls on TransACT network
- Call waiting
- Caller Number Display
- Call forwarding
- Three Way Calling

Along with great bundling benefits when you combine Broadband & Phone, all TransBIZ Phone services include a range of great features. Also local calls to other TransTALK and TransBIZ customers by TransTALK Premium, TransTALK AllTime and TransBIZ 1/2/10/20/30 customers are provided free of charge.

### Information About Pricing

#### Monthly Charges

TransACT offer 5 different voice solutions across VDSL/VDSL2/FTTP/ADSL networks at different monthly rentals, and call rates detailed further below.

Plan Name	Minimum Monthly Charge	Connection Charges
TransBIZ 1	\$34.95	<ul style="list-style-type: none"><li>• \$150.00 for one line</li><li>• \$250.00 for two to four lines</li><li>• \$75.00 for each additional line connected at the same time up to eight lines</li><li>• \$50.00 for each additional line connected at the same time up to a maximum of \$750.00 for nine or more lines</li><li>• \$55.00 per line for institute services.</li></ul>
TransBIZ 2	\$58.00	\$250.00 for the first line plus \$150.00 for each additional line connected at the same time.
TransBIZ 10	\$235.00	\$1,500.00
TransBIZ 20	\$458.00	\$2,000.00
TransBIZ 30	\$655.00	\$2,250.00

- The Total Maximum monthly charge is the sum of the Minimum Monthly line rental charge above, and the cost of any calls made/additional charged features added



## Call Charges

TransBIZ	PSTN 1	ISDN 2	ISDN 10	ISDN 20	ISDN 30
Calls TransACT number	0c	0c	0c	0c	0c
Local Calls	16¢ per call	16¢ per call	14¢ per call	14¢ per call	14¢ per call
National calls	12¢ per minute plus 25¢ connection fee				
Calls to mobiles	33¢ per minute plus 25¢ connection fee				
International calls	Varied + 25c flagfall				

\*\*International rates vary by destination, and the call cap is only available for calls to selected destinations.

For TransBIZ 1 & 2 individual rates, and a list of countries are listed at <http://www.transact.com.au/en-ACT/~media/021A366A73A94C2AA6295223C46DD79E.pdf>

For TransBIZ 10,20 & 30 individual rates, and a list of countries are listed at <http://www.transact.com.au/en-ACT/~media/7B26ECA5B9B04787B4764E5697D25CAF.pdf>

Unless otherwise noted, timed charges for National, Mobile & International calls are assessed on a per second basis, with a minimum assessed duration of one second.

Phone Service	Cancellation Charges within the contract term
TransBIZ 1	<ul style="list-style-type: none"> <li>1 to 4 lines: \$100.00 per line up to a maximum of \$250.00 for 4 lines</li> <li>5 to 8 lines: \$250.00 for 4 lines, \$75.00 for each additional line up to 8</li> <li>9 lines and above: \$550.00 for 8 lines, \$50.00 for each additional line up to \$750.00</li> </ul>
TransBIZ 2	\$300.00 plus \$150.00 for each additional service
TransBIZ 10	\$1,500.00
TransBIZ 20	\$2,000.00
TransBIZ 30	\$2,250.00

## Other Information

### Usage Information

Customers can obtain information on their usage at <https://toolbox.transact.net.au>

### Customer Service Contact Details

You can contact TransACT for Sales, Support & Billing assistance via **13 30 61**. See [www.transact.com.au/en/contact](http://www.transact.com.au/en/contact) for more details.

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [www.transact.com.au/en-ACT/support/accounts/complaints](http://www.transact.com.au/en-ACT/support/accounts/complaints)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

Further information: [www.transact.com.au/en-ACT/business/products/phone](http://www.transact.com.au/en-ACT/business/products/phone)