

# BKB INTERNET

## Critical Information Summary

### *Home Phone - Simple Line*

#### Information About The Service

##### *The service:*

Simple Phone Line is a residential fixed line (PSTN) service delivered on the Telstra network.

##### *Bundling:*

This service is not conditional on any bundling arrangements.

##### *Mandatory components:*

You will require a fixed line telephone to use this service. We will not supply you with a telephone.

##### *Minimum term:*

The service is available with a minimum term of 3 months.

##### *Important conditions:*

If you already have a working telephone service with Telstra or a Telstra reseller, you can transfer it to us at no charge.

If you require a new telephone line connection or a reconnection, additional charges may apply. These charges will vary depending on the type of connection and are typically between \$59.00 and \$299.00. A Telstra engineer may be required to come and install the line(s). Please contact us if you require further clarification.

#### Information About Pricing

##### *Minimum monthly charge:*

|                                   |                       |
|-----------------------------------|-----------------------|
| Minimum monthly charge            | \$22.00               |
| Minimum total charge for 3 months | \$66.00               |
| Local call cost                   | 22c                   |
| National call cost                | 22c/minute + flagfall |
| Mobile call cost                  | 33c/minute + flagfall |
| Flagfall (call connection charge) | 22c                   |
| Special 13/1300 cost              | \$0.385               |

You will be billed in 30 second increments.

*Maximum monthly charge:*

The maximum monthly charge depends on how many calls you make from your fixed line service.

*Early termination charges:*

If you cancel your service prior to the end of your contract term you will incur early termination charges. The early termination fee \$110.00 inc GST.

*Unit Pricing Information:*

|  |        |
|--|--------|
| Cost of making a 2 minute standard national mobile call (incl. flagfall) | \$0.88 |
|--|--------|

**Other Information**

*Usage information:*

You can monitor your usage at [myaccount.bkb.net.au](http://myaccount.bkb.net.au) or by calling us on 1 300 252 638

*International Roaming:*

Not available

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1 300 252 638 or by sending an email to [accounts@bkb.net.au](mailto:accounts@bkb.net.au). if you have any questions, would like to give feedback or complain.

*Telecommunications Industry Ombudsman (TIO):*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of April 2015.