

BKB INTERNET

Critical Information Summary

Inbound 1300/1800 Service

Information About The Service

The service:

Inbound 1300/1800 will allow you to receive calls from your own 1300/1800 number to your fixed line, mobile or VoIP service.

Bundling:

No bundling is required.

Mandatory components:

You must have a working fixed line, mobile or VoIP service.

Minimum term:

The service is available with a minimum term of 24 months.

Important conditions:

- You may setup a new service for \$108.90 or port in an existing number for \$55.00.
- Non-standard service features such as origin based routing and customised voice response will incur additional fees.
- Fees apply for service amendments and for basic, enhanced and value added services.
- Please contact a sales representative for details and pricing.

Information About Pricing

Minimum monthly charge

(inclusive of GST)

Minimum monthly charge	\$22.00
Minimum monthly charge 24 month contract	\$528.90
Setup Fee	\$108.90
Minimum charge for entire term including setup fee	\$636.90

Maximum monthly charge:

The maximum monthly charge depends on how many calls you receive using your service.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Unit Pricing Information:

Local	National	Mobile to Fixed	Fixed to Mobile	Mobile to Mobile
\$0.10/min	\$0.10/min	\$0.15/min	\$0.25/min	\$0.28/min

Other Information

Usage information:

You can monitor your usage at <http://myaccount.bkb.net.au> or by calling us on 1 300 252 638. Please note there may be a 72 hour delay in obtaining your recent usage.

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 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.