

# Critical Information Summary

## PSTN - (no fixed term)



### Information about the Service

PSTN is a voice service delivered via analogue copper line.

### Plan Description

Home Phone (Basic)

### Inclusions

All plans include line rental and Australian-based phone support

### Minimum Monthly Charge

The minimum monthly charge is \$30.00 plus any optional features

### Maximum Monthly Charge

The maximum monthly charge payable is calculated as the minimum monthly charge payable plus any call or service charges

### Minimum term length

The minimum term is 30 Days

If you request termination early, we will process your request in 30 days and apply the early termination charge

### Maximum Charge payable for early termination

\$0.00

This amount is charged regardless of when the cancelation occurs during the minimum term

## Other Information

### Connection Fees

\$0.00

### Bundling

The offer does not depend on bundling with other services.

### Mandatory Components

There are no mandatory components.

### Requirements and Availability

The phone service is only available to customers in eligible service areas that Activ8me can service.

### Equipment Requirements

You are required to have your own telephone handset to operate the service

### Exclusion

Call charges are additional, and outlined in the section below

### Cost of a 2 minute Standard National Mobile Call

\$0.98

## Call Charges

Local Call (untimed)	\$0.20
National Call Flag Fall	\$0.38
National Call per min	\$0.17
National Call Cap (first 30 mins)	\$1.25
Mobile Call per min	\$0.30
Mobile Call Cap (first 15 mins)	\$2.15
Mobile Call Flag Fall	\$0.38
International Call	Please see our website for pricing
International Call Flag Fall	\$0.38
13/1300 Call	\$0.38
Phone Number Port (Transfer) Fee	\$0

## Usage Information

A record of your account usage can be viewed by logging into the 'My Account' section of the Activ8me website at [www.activ8me.net.au](http://www.activ8me.net.au). Usage information can take up to 72 hours to update.

Visit [www.activ8me.net.au](http://www.activ8me.net.au) to view the policy document.

## Customer Service

### Sales

Call 13 22 88  
[sales@activ8.net.au](mailto:sales@activ8.net.au)

### Technical Support

Call 13 22 88  
[support@activ8.net.au](mailto:support@activ8.net.au)

## Complaints Handling

The Activ8me Complaints Handling policy is available on our website [www.activ8me.net.au](http://www.activ8me.net.au). A complaint can be lodged via Phone: 1300 760 219, Email: [complaints@activ8.net.au](mailto:complaints@activ8.net.au), Fax: 03 9456 9753 or Post: Activ8me Customer Care Centre, Level 2, Building 2, 13A Albert Street, Preston VIC 3072.

## Telecommunications Industry Ombudsman

If you're unhappy with the outcome of your complaint after you have followed the above complaint procedure, you may contact the Telecommunications Industry Ombudsman on 1800 062 058.

**This is a summary only. The full terms and conditions for this plan are available at [www.activ8me.net.au](http://www.activ8me.net.au).**