

### Information About the Service

The Integrated Services Digital Network (ISDN) is a digital network technology that can carry voice and data services in a digital format over the public switched telephone network. Your plan sets out the pricing that applies when you make and receive calls on your ISDN Service.

#### Description about the Service

Crunch ISDN Easy Plan includes 1 ISDN2 channel for small to medium business consumers for a monthly minimum cost of \$89.95

#### Minimum Term

The total minimum term on the Crunch ISDN Easy Plan is 24 months.

#### Availability

You can get an ISDN Basic Rate service if your local exchange has the technical capacity to provide the service and your premises are not so far from the exchange that transmission losses are above levels we consider acceptable. There also needs to be enough local cable available.

### Information About Pricing

Your Minimum Monthly Charge for each type of service is set out below. You pay an additional amount for the voice calls you make each month.

- Minimum monthly charge \$89.95
- Total minimum cost over 24 months \$2158.80

The following are the call rates for the voice calls you make from your ISDN service:

Usage Types	Amount (inc. GST)
Local	22c/call
National	14c/min
Mobile	35c/min
13/1300	40c/call
Flagfall	Timed Calls 22 cents

- Upon initial connection of the Crunch ISDN Plan the first minimum monthly charge is \$89.95 plus any pro rata charges. The pro rata charge is worked out as percentage based on how many days in the month are left from the time you joined Crunch Tel plus one month in advance.
- All timed calls are billed in 30 second increments.

#### Cancellation Fees

- If you choose to cancel your Crunch ISDN Easy Plan before the end of the 24 month agreement term and out of the 10 business day cooling off period, the agreement payout is \$220.
- The cancellation fee is payable to Crunch Tel Pty/Ltd within 14 days from your final invoice due date.

#### Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We'll let you know before this happens.

## Other Information

### Billing

On the same day of each month you'll be billed in advance for the Minimum Monthly Charge and for use during the month. Your first bill will include a proportion of your -minimum monthly charge, as well as the next month's full minimum monthly charge in advance.

Register for Online Bill to view your bills online 24 hours a day, seven (7) days a week. To opt into receiving paperless billing, visit [http://crunchtel.com.au/?page\\_id=85](http://crunchtel.com.au/?page_id=85) to request an email bill and/or set up direct debit. For more information on other bill payment options, go to [http://crunchtel.com.au/?page\\_id=85](http://crunchtel.com.au/?page_id=85)

### Connection timeframe

Once we've accepted your application we'll try to connect your phone service on the date you ask for but this might not always be possible.

### Transferring to the National Broadband Network (NBN)

If the NBN comes to your area and you wish to transfer to the NBN with Crunch, we'll take responsibility for managing your transfer to this new network. To do this, we'll need your agreement and help to access your premises, and we'll talk with you about installation requirements. We'll work with you to make this as simple as possible.

If you don't want to transfer to the NBN, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the NBN. At this time we will cancel your services and no ETF will be charged. We'll let you know the details before any changes happen.

### Calls to International Numbers

Please visit [http://crunchtel.com.au/?page\\_id=174](http://crunchtel.com.au/?page_id=174) for international call rates from your ISDN service to fixed services in the countries listed.

Connection Type	Charge
ISDN 2 Single Connection Type	\$324.50
ISDN 2 Multiple Connection Charge	\$302
Convert PSTN to ISDN 2 Charge	\$209.33

### Customer Service and Complaints

- Crunch Customer Service Department can be contacted by any one of the means below:
  - Phone Contact: 1300873067      9am-6pm AEST Monday-Friday  
9am-2pm AEST Saturday
  - Fax No: 1300873068

Email: [customercare@crunchtel.com.au](mailto:customercare@crunchtel.com.au)

- In order to access internal dispute resolution process please contact one of our friendly customer care staff by means of either phone or email, details of which are stated above

### Further Investigation

- If in any case customers are not satisfied with Conduct and feel that the internal dispute resolution process has not resolved the issue consumers can contact the Telecommunications Industry Ombudsman (TIO) on the below details
  - Hotline for Complaints and Enquires: 1800 062 058 hours of operation are 9am-5pm AEST Monday- Friday
  - Online complaint form can be lodged on the TIO website: [www.tio.com.au](http://www.tio.com.au) under the About Us Page Copyright

### Minimum Cost

Your minimum cost will be the combined monthly charge for the services you use on your ISDN service plus connection charges.

This is a summary only - the full legal terms for this plan are contained in your agreement with Crunch including Our Customer Terms which is available at [http://crunchtel.com.au/?page\\_id=168](http://crunchtel.com.au/?page_id=168)