CRITICAL INFORMATION SUMMARY – ISDN PLUS

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. We offer two types of Basic Rate services – ISDN 2 or ISDN2 Enhanced, and one Primary Rate service, ISDN 10/20/30.

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.

Minimum Term
24 months

INFORMATION ABOUT PRICING

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

Type of service	Minimum Monthly Charge
ISDN 2 (per Service)	$100.50
ISDN 2 Enhanced (Per Service)	$105.50

Call Charges in Australia
The following are the call rates for the voice and data calls you make from your ISDN Service.

Voice Call Charges in Australia

Call Type	Charge
Local calls, 019 calls and extended zone national long distance calls	$0.18 a call
Calls to 13, 1300 and 1345 Numbers	$0.40 a call
Preferential national long distance calls	$0.22 a call
Timed national long distance Calls (Community calls, concessional A rate calls and calls up to 50km)	$0.08 per minute
National long distance capped call – the most you pay for up to the first 10 minutes of a call any day any time (per minute block rates apply after 10 minutes)	$1.50
All other timed national long distance calls	$0.50 connection fee plus $0.15 a minute
Calls to mobiles in Australia	$0.50 connection fee plus $0.36 a minute

Data Call Charges in Australia.
These are the local data call charges for ISDN2 on your ISDN Plus Plan.

Monday to Friday, between 7am and 7pm	Charge
First 5 minutes	$0.15
For each minute after the first 5 minutes	$0.04

All other times	Charge
First 10 minutes	$0.15
For every 2 minutes after the first 10 minutes	$0.04

National long distance data call charges

Charges	Weekdays 7am to 7pm	All other times
Connection fee (per call)	$0.275	
Community calls, preferential calls, concessional A-Rate calls, extended zone calls and calls between 25km and 50km distance (per minute)	$0.13	$0.065
Calls between 50km and 85km and concessional F-Rate calls (per minute)	$0.24	$0.12
Calls between 85km to 165km and inter-capital calls over 165km (per minute)	$0.26	$0.143
Non-inter-capital calls over 165km (per minute)	$0.31	$0.176

The rates for all time national long distance Data Calls are calculated per second.

Calls to International Numbers

Please visit www.btbusiness.com.au for international call rates.

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Connection charges

The following charges apply to connect your ISDN service:-	Charge
1. Each new connection of any ISDN 2 service (one service)	$356.95
2. For the second and subsequent services connected at the same time as the first (per service)	$302.50
3. Each in-place connection of ISDN 2 or ISDN 2 Enhanced (one service)	$121.00

Conversion charges

The following charges apply to convert your ISDN service:-	Charge
1. From a Basic Telephone Service to ISDN 2 or ISDN 2 Enhanced (one service)	$209.33
2. From a Basic Telephone Service with Indial to ISDN 2 Direct Indial (one service)	$209.33
3. Between ISDN 2 Direct Indial and ISDN with Multiple Number (one service)	$209.33
4. From ISDN 2 to ISDN 2 Enhanced (one service)	$209.33
5. From ISDN 2 Enhanced to ISDN 2 (one service)	$209.33

Minimum cost
Your minimum cost will be the combined monthly charge for the services you use on your ISDN service plus connection charges. Total Minimum Cost is $2,412.

Early Termination Charge
If your plan is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC). The ETC decreases by equal instalments each month that you remain on your plan and the maximum ETC you'll pay is equal to the service charges that would have been payable until the end of your minimum term.

ACT customers
If your telephone line is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Minimum Monthly Charge. We charge this annually based on the number of services you have in the ACT Government area.

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 1st 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, 7 days a week. With online bill reporting, you'll be able to organise and check your billing information – great for budgeting and end of financial year reporting. To register, please call us on 1800-792-151.

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.

We're here to help
If you have question about your bill, technical support service or connection, please call us on 1800-792-151.

Complaints or disputes
If you need to make a complaint you can:
✓   call 1800-792-151
✓   call your account representative if you have one
✓   visit www.btbusiness.com.au

Further investigation
If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at www.tio.com.au/about-us/contact-us.