

SpringCom ISDN Plans

Information about the Service

The SpringCom ISDN2 Services are offered as a business phone services for voice-only, providing two (2) channels (lines) per connection, and can include all of your local, national and calls to mobile in one capped price.

Whether you need to active a new service or transfer (churn) your existing office ISDN2 phone services, whilst keeping your existing phone numbers, the SpringCom ISDN2 services provide great piece of mind with no surprises, and a large Friendly support centre.

Minimum Contract Term

Negotiable

Payment Methods

Payment by Direct Debit from a bank account is free of surcharges.
A payment processing fee of 1% applies to VISA/MasterCard and a fee 3% applies to American Express payments
A late-payment fee of \$19.95 may be applied to overdue accounts, subject to SpringCom's discretion.

Information about Pricing

Service / Call Type	Access Plan	Value Plan	Premium Plan
Minimum Monthly Access per Service	Negotiable	Negotiable	Negotiable
Minimum Total Cost per Service	Negotiable	Negotiable	Negotiable
Local Calls	Negotiable	Negotiable	Negotiable
National Calls	Negotiable	Negotiable	Negotiable
Calls to Aust. Mobiles	Negotiable	Negotiable	Negotiable
Calls to 13/1300 Numbers	Negotiable	Negotiable	Negotiable
Direct Indial (per 100 Numbers)	Negotiable	Negotiable	Negotiable
Line Hunt ISDN 2	Negotiable	Negotiable	Negotiable

Cancellation & Early Termination

If you choose to cancel your service, you will need to let us know in writing.

- The Early Termination Fee (ETF) is \$20.00 per service times the number of remaining months in the contract period.

Email Billing

SpringCom is committed to reducing our environmental footprint and our standard method for bill delivery is via email. Paper bills are available upon request at a charge of \$2.95 per month.

Connection Charges & Timeframes

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit www.SpringCom.com.au/connection-timeframes for our Phone Connection Charges and Timeframes.

Other Information

- All calls not shown, such as calls to international numbers, premium numbers, directory assistance, are charged in addition to the Monthly Access Fee, and subject to change without notice.
- Any included calls are subject to our Fair Use Policy (FUP) and Acceptable Use Policy (AUP), available on our website, and not for telemarketing business purposes.
- Charges to premium numbers are set by the number provider.
- Pricing is inclusive of GST and subject to change without notice.
- Timed calls are billed in 1-second increments and rounded up to the nearest cent.

Terms

Full terms are available at <http://www.springcom.com.au/customer-terms>

Contact Us

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 1300 857 194 9am – 5pm AEST, Monday to Friday. If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.SpringCom.com/complaint. If you are still not satisfied with the steps taken by SpringCom Telecommunications Pty Ltd t/a SpringCom to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with SpringCom and is an option of last resort. You can contact the TIO by calling 1800 062 058 or visiting www.tio.com.au.

Signature of Acceptance:

Customer Name

Signature

Date
