

# SpringCom ISDN2 Premium Plan

## Information about the Service

The SpringCom ISDN2 Premium Plan is offered as a business phone service for voice-only, providing two (2) channels (lines) per connection - including all 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 Premium Plan provides great piece of mind with no surprises, and a large Melbourne based support centre.

## Maximum Number of Services

You can have up to a maximum of up to 4 x ISDN2 Services (8 Channels) on the SpringCom ISDN2 Premium Plan.

## Minimum Contract Term

24 months.

## 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

SpringCom ISDN2 Premium Plan	Charges
Minimum Monthly Access per Service	\$199.00
Minimum Total Cost per Service (24 months)	\$4,776.00

Call Type	Charges
Local Calls	Included
National Calls	Included
Calls to Australian Mobiles	Included
Calls to 13/1300 Numbers	38.5c per call

## Other Feature Charges

Additional Services	Charges
Calling Number Display per ISDN2	\$11.25 per month
Extension Level Billing per ISDN2	\$22.45 per month
Line Hunt Call Circulate per ISDN2	\$6.00 per month

## Early Termination

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If you choose to cancel the service within the contract term, as Early Termination Fees (ETF) will apply. The ETF is calculated at \$20 per ISDN2 service, multiplied by the number of months remaining on your contract term. Maximum charge payable for early termination for ISDN2 plans is \$240 per service.

## Email Billing

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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

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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](http://www.SpringCom.com.au/connection-timeframes) for our Phone Connection Charges and Timeframes.

## Other Information

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- 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.

## Contact Us

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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](http://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](http://www.tio.com.au).

## Signature of Acceptance:

Customer Name

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Signature

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Date

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