

# Critical Information Summary

## Go Fone \$84.95 Bundle Plan

1<sup>st</sup> May, 2015

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### Information about service

This is a fixed line telephone and broadband service offer with a monthly access fee, available to both residential and business customers. It is available only as a product bundle and includes a modem covered by the access fee. You must arrange/connect your own handset/s.

The Minimum Contract Term is 24 months.

The monthly access fee includes GST, Line Rental, Calls to Local Landlines and 1800 numbers in Australia and Unlimited Data on the ADSL platform or ADSL2+ where available. All other calls are charged in addition to the monthly access fees.

### Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination fees apply (except during any applicable cooling off period).

### Pricing Information:

The minimum monthly charge is the monthly access fee of \$84.95. The maximum monthly charges depend on the number and type of calls made that are not included in the monthly access fee. Calls to Non-local Landlines/National Landlines and Mobile numbers within Australia are charged at 99c per call untimed. Calls to 13/1300 numbers are charged at 40c per call untimed. Charges for international calls vary by location – see our website for current details. 1900 and other premium service calls are subject to varying charges – check before dialling.

The total minimum cost is \$2,087.80 over 24 months, which includes the \$49.00 set up fee.

The early termination fee (ETF) is \$199.00 per service.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 736 475

### Go Fone Customer Care contact details:

Phone: 1300 736 475

Email: [care@gofone.com.au](mailto:care@gofone.com.au)

Fax: 03 9012 4286

Online: [www.gofone.com.au](http://www.gofone.com.au)

Postal: Locked Bag 3, South Melbourne, VIC 3205

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### Internal disputes:

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.gofone.com.au>

### TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

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

Postal: PO Box 267, Collins Street West, VIC 8007.

Contact hours: 9am to 5:30pm (AEST) Monday to Friday