

# Critical Information Summary: Peak Connect PSTN1 Special

## Information About The Service

Business Line PSTN provides a PSTN (Public Switched Telephone Network) voice service.

### Bundling Requirements

Business Line PSTN is for the Fixed Line Service only. A bolt on Call Rate Plan must be selected.

### Minimum Term

There is no minimum term with this service

### Availability

You can choose Business Line PSTN if you have an ABN or ACN, are billed directly by us for access and local calls, and pre-select us for national long distance, international calls and calls to mobiles.

### What's Included and Excluded?

Your monthly access fee provides access to the service, but excludes all calls. Additional charges apply for all other call types.

## Information About Pricing

### Minimum monthly charge

Your minimum monthly charge is \$35.00 – you pay an additional amount for the calls you make each month.

### Early Termination Charge (ETC)

There is no ETC. Service can be cancelled at any time, pro rata charges for monthly usage.

### Call Charges

Description	Rate	Call Connection Fee
Local Calls	14c per call	0
National Calls	10c per minute	0
Calls to Australian Mobiles	25c per minute	0
Calls to 13/1300	38c per call	0
International	View rates at <a href="http://www.peakconnect.com.au">www.peakconnect.com.au</a>	

## Additional Charges

### Service connection charges

There isn't a charge to transfer an existing service; however a connection charge may apply to connect a new phone service.

Description	Cost
Telephone Line without a technician visit	<b>\$66.50</b>
Telephone Line with a technician visit (no cabling required)	<b>\$128.00</b>
New telephone line with a technician visit (cabling required)	<b>\$306.50</b>
Line Hunt	<b>\$ 4.20 per service</b>

### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your business phone service on the date you ask for, but this might not always be possible. If there has been a previous working business phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

### Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. Your first invoice will be higher than \$34.88 because it will include a partial Monthly Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

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## **Other Information**

### **Call and Data Usage Information**

PEAK CONNECT customers can obtain information:

- On PEAK CONNECT usage pricing at [peakconnect.com.au](http://peakconnect.com.au)
- On their PEAK CONNECT data usage and billing at [peakconnect.com.au](http://peakconnect.com.au)

### **Using your Service Overseas**

Your Monthly Data Allowances doesn't include usage while you are overseas, so you'll be charged separately for this usage.

You can find the rates for international usage at <http://peakconnect.com.au/critical-information-summary-cis-documentation/>

### **Customer Service Contact Details**

You can contact PEAK CONNECT Customer Service by calling **1300761492**: or by emailing [support@peakconnect.com.au](mailto:support@peakconnect.com.au)

### **Dispute Resolution Process**

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the feedback contact page on our website at [www.peakconnect.com.au](http://www.peakconnect.com.au) or by emailing [support@peakconnect.com.au](mailto:support@peakconnect.com.au). Our complaint handling policy can be downloaded at <http://peakconnect.com.au/customer-complaints-policy>

### **Telecommunications Industry**

#### **Ombudsman**

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)