

PSTN Line Plans – Critical Information Summary

Information about the Service:

UnifiedNet™ PSTN Line is a standard analogue phone line re-billing through the Telstra network. Customer must have an existing active PSTN line to transfer over to UnifiedNet™.

Minimum Term:

UnifiedNet™ PSTN Line is supplied on either 12 months or 24 months contract term.

UnifiedNet™ PSTN Line Includes:

- A single phone line with a dedicated phone number is included for each service
- Keep your current PSTN Line phone number
- \$0 Activation Fee on 12 months contract term
- All rates are inclusive of GST

Information about Pricing:

PSTN Line Plans:

| Description | Monthly Charges (Inc GST) | Total Minimum Cost on 12 Months Contract | Total Minimum Cost on 24 Months Contract |
|------------------|---------------------------|--|--|
| PSTN Line Rental | \$33.00 per month | \$396.00 | \$792.00 |

PSTN Line Call Rates:

| Description | Call Rates (Inc GST) |
|-----------------------------|----------------------|
| Local Calls | 11c per call |
| National Calls | 11c per minute |
| Calls to Australian Mobiles | 27.5c per minute |
| 13/1300 Calls | 29.7c per call |

Early Termination Fees:

The Early Termination Fees (ETF) applies and are calculated by monthly access fee multiplied by the number of months remaining on the contract term.

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Further Information:

If you need to obtain further information, please contact UnifiedNet™ Customer Care on the details below.

UnifiedNet™ Customer Care:

Online: www.unifiednet.com.au/contact/support

Phone: 1300 130 111

Email: support@unifiednet.com.au

Complaints Handling:

If you have a dispute with and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

Attention: Compliance Manager

Email: compliance@unifiednet.com.au

Mail: PO Box A2233 Sydney South NSW 1235

Further Options:

If you are not satisfied with our handling of your complaint and you have escalated this within UnifiedNet™, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (Telephone: 1800 062 058).