

## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Business phone line connections**.

It covers how much you need to pay each month.

### MINIMUM TERM

No Minimum term contract

### What's Included and Excluded?

Call charges will be charged at the agreed rates supplied by our value analysis proposal

Calls are charged in per second increments.

### CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see [www.ylt.net.au](http://www.ylt.net.au)

### CONNECTION CHARGES

A connection fee may apply to connect your business phone service if the service.

- Existing telephone line without a technician visit **\$72.57**
- Existing telephone line with a technician visit **\$153.75**
- New telephone line connection **\$367.77 with a technician visit and cabling work**

### Information about pricing.

Your minimum monthly charge is **\$39.95 (line rental**

### EARLY TERMINATION

No early termination fee

### Other Information

### 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

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on **1300769643** so we can serve you better. Or you can visit us at [www.ylt.net.au](http://www.ylt.net.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.ylt.net.au](http://www.ylt.net.au)

You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>