

Critical Information Summary: Ultimate Plan

Information about the Service

Description of the Service	Calls made through the BuzzBox automatically connect you to our service. The service requires that the BuzzBox is plugged into your home phone and the telephone wall socket. Calls made using the service are delivered and billed by TheBuzz.
Minimum term as selected on order form	No contract.
Offer inclusions	Includes a free BuzzBox.
Offer exclusions	We do not provide Priority Assistance. We do not provide a PSTN telephone line / service or a telephone handset.
Important offer conditions	<p>You must have:</p> <ul style="list-style-type: none"> • An active and operational PSTN telephone line at your home address; AND • A current telephone service (line rental) with a telecommunications carrier; AND • A standard telephone (corded handset or cordless base station); AND • Caller ID enabled on your home phone service. <p>Access to this service is conditional on our acceptance of your application form and order. You must not copy, reproduce, reverse engineer, disassemble, decompile, modify or tamper with the BuzzBox and you must not remove any proprietary notice which identifies TheBuzz's rights in the BuzzBox.</p> <p>The BuzzBox has a 1 year warranty.</p>
Important limitations	<p>The following call types will be delivered over your landline, by your current home phone provider (not The Buzz).</p> <ul style="list-style-type: none"> • Emergency 000 calls. • Any number beginning with '1' - 13, 1300, 1800 or 190x. • Telephone calls where an override code is used. • Operator assisted numbers.
Important recommendations	<p>The use of a teletypewriter ("TTY") with The Buzz is not recommended as the transmission characteristics of the TTY and The Buzz may not be compatible. We recommend:</p> <ul style="list-style-type: none"> • You disconnect the BuzzBox when using a TTY; OR • Use the "***" by-pass prefix for TTY calls.

Information about Pricing

Setup fees (including GST)	\$0
Minimum monthly charge	\$0
Maximum early termination charge	No early termination charge (ETC) or cancellation charges apply for this service.

Common Call Charges (including GST)

Local	<p>9¢ per call (for call durations less than 1 minute). 17.5¢ per call (for calls longer than 1 minute). Maximum call duration is 2 hours.</p>
National	<p>49¢ per call (untimed). Maximum call duration is 2 hours.</p>
Australian mobile	<p>30¢ per minute billed in per minute increments. 30¢ call connection flag fall. Maximum call duration is 2 hours.</p>

International	<p>The cost of making an international call varies depending on the destination and number called. There is a 1 minute minimum charge. Maximum call duration is 2 hours. 30¢ call connection flag fall.</p> <p>International rates are periodically updated. See: http://www.thebuzzcorp.com/pricing</p>
Other charges	<p>Additional charges for late payments and dishonoured payments may apply. See: http://www.thebuzzcorp.com/legal/charges</p>

Billing Information

Customers are billed once each month, on the anniversary of the date their service began. Bills can be emailed or posted. The figures in this Critical Information Summary are for a monthly billing cycle.

Your bill will include:

1. Calls made during the month; AND
2. Any additional one-off charges (for late payment or prior dishonoured payments).

For information on payment options, visit: <http://www.thebuzzcorp.com/frequently-asked-questions/service-billing>

Other Information

Access your call and data usage information	<p>You can access your call usage information by calling our customer service team.</p>
Customer service contact	<p>Our customer service team can be contacted on:</p> <p>Phone: 1300 552 889 (9:00am to 5:00pm EST/DST Monday to Friday)</p> <p>Email: enquiries@thebuzzcorp.com</p> <p>Postal address: 'The Buzz' c/o MyNetFone PO Box K1167 Haymarket NSW, 1240</p> <p>http://www.thebuzzcorp.com/contact</p>
How to access our dispute resolution process	<p>Contact us via one of the above methods.</p> <p>Learn more about our process here: http://www.thebuzzcorp.com/legal</p>
TIO contact details	<p>At The Buzz, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within The Buzz and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.</p> <p>For full contact details, visit: http://www.tio.com.au/about-us/contact-us</p>

The above information is based on our standard service offering. On occasion, The Buzz may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the promotion descriptions, conditions, and pricing.