

## IGNITE PSTN Premier Plan

### Information About the Service

Here's a quick summary of all the important bits about your Everyday plan. It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid landline service. It gives you access to our network, a phone number, and lets you make and receive calls from your landline to other landlines and mobile phones.

### MINIMUM TERM

The minimum contract term of the plan will be outlined on your business application form or mentioned during the voice verification contract.

### What's Included and Excluded?

The following calls are included in your plan:

- Calls to Local numbers
- Calls to National numbers

### Information about pricing.

Additional charges apply for all other call types. Information about pricing.

Your minimum monthly charge will be outlined on your business application form or mentioned during the voice verification contract. The minimum amount you will pay over the contract term will depend on the length of your contractual agreement.

The following charges apply for your calls:

- Calls 13/1300 numbers: 30¢ per call
- Calls to mobiles: 41¢ per minute\*

\*Minimum 1 minute block per second billing

### CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block.

### CONNECTION CHARGES

The following connection charges apply:

- \$0 – porting/transferring an active service to Ignite.
- \$59 - new service without a technician visit (no cabling)
- \$129 - new service with a technician visit (no cabling)
- \$299 - new service/telephone line connection with a technician visit and cabling work.

### EARLY TERMINATION

No early termination fee (ETF) applies.

### Other Information

### CONNECTION TIME FRAMES

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 **1300 000 446** so we can serve you better. Or you can visit us at <http://www.ignitecorp.com.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 <http://www.ignitecorp.com.au>

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

