

BUSINESS SUPREME S

SERVICE DESCRIPTION

The Real Telecom Office Premium Pack combines a Single Real Telecom Pre-mium Voice Service and Single NBN™ ready IP Desk Phone, delivered using either your existing broadband or a Real Telecom pro-vided internet connection.

INFORMATION ABOUT PRICING

	SUPREME S
Minimum Monthly Fee	\$45
Minimum Monthly DRO <small>*Excluding Plan Fee</small>	\$15
Maximum Fee Payable*	\$1176.76
Minimum Fixed Term (Months)	24
Standard Inclusions <small>*Refer to Exclusions</small>	<ul style="list-style-type: none"> Local, National, Mobile, Calls Included 18/13/1300 40c Per Minute Non- Standard Calls*
Maximum Termination Fee ³ <small>(applicable in line with the number of months remaining on each exclusive agreement)</small>	\$588.38

*All for use in Australia Only. Refer to Exclusions and Additional Fees and Charges for further information.

AVAILABILITY*

You can choose Real Telecom Supreme service if your business is ser-viceable for a Basic Telephone Service, you are operating a business with a valid ABN or ACN.

EXCLUSIONS (CALLS) + OPTIONAL FEATURES

These are charged in addition to the Minimum Monthly Fee and Standard inclusions.

For example:

- International Calls
- Premium Numbers (1900, etc)
- Directory Assistance (1234, 12455 etc)
- Music on Hold (Starting from \$300 for 90 sec)
- Call Recording \$5/m
- Any additional call features

Additional Non-Standard Rates and Additional Information available www.realtelecom.com.au or sales@realtelecom.com.au

This service is not appropriate if you require an uninterrupted phone service with access to 000 emergency services and will not function in the event of a power failure, Internet and Network Fluctuations, limitation on bandwidth or speed etc.

BRING YOUR OWN (BYO) DEVICE

An internet connection and supporting connectivity hardware is required to use this service. Your internet service requires the availability of minimum 100/100 Kbps per concurrent call to operate this service (not included). You may use your

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existing internet connection or purchase an in-market internet plan from Real Telecom (visit www.realtelecom.au) With this plan, you can choose to BYO device, buy one outright or buy a de-vice at an additional cost to use with your Plan by taking up a DRO. We are not responsible for any hardware or network not provided or billed by Real Telecom.

DEVICE REPAYMENT OPTION(S) (DRO)

If you choose a DRO you will be charged for your device in monthly interest- free payments for a period as specified in your agreement. This will be charged on top of your minimum monthly fee.

DRO BONUS CREDITS

If you choose a qualified plan with an eligible DRO that has the same start and end date as your minimum contract term, you'll receive a DRO Bonus credit. Bonus credits are only available on a plan terms longer than 24 Months.

If you cancel before the end of your Minimum Plan Term, you'll no longer receive any DRO Bonus Credit(s) or offer(s), and you must pay your remaining DRO repayments. We may require you to return the equipment. You must return the equipment within 30 days with all packaging and provided accessories. Return equipment must be in 'good as new' condition. Charges apply*

ADDITIONAL FEES & CHARGES

The following are some examples of charges that may apply to connect your Service:

Telephone Line Activation (No technician)	\$89
Telephone Line Activation (With technician visit)	\$299
New Line Connection (Cabling, Onsite Visit/labour)	\$300
New Number	\$300
Subsequent Installation	\$299
Hourly Labour Onsite Fee	\$150
New Number Charge	\$299
Porting Fee(s)	\$100
Postage and Handling	\$20
Modification, Reprograming, reconfiguration.	\$50
Hardware Non-Return, Damaged, missing Accessories.	\$300

Separate charges apply for each additional connection point at the same property and for more complex connections.

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CHARGE CHANGES

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will make every attempt to notify you about this change. You agree we reserve the right to charge you any reasonable increase without notice, payable under the existing agreement.

MAXIMUM TERMINATION FEE

In the circumstance where you choose to prematurely terminate services before the full contracted term expires, you legally agree that instead of a preset flat early termination fee, you will be charged a maximum of 50% of the remaining contract agreement up to a value no greater than \$3000. This represents the mutually agreed early termination charges you are liable for and is a genuine estimate of our losses.

OTHER INFORMATION

FAIR USE POLICY

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network.

BILLING

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro-rata charges for part of the month if you started or changed your plan part way through a fixed billing. Contact us at 1300 REALTELECOM for further information.

BILLING OPTIONS

Real Telecom's standard method for bill delivery is email. Paper bill-ing is available as an option for a monthly fee of \$5.95. You have automatically opted into standardised billing, to opt out or customise billing preference in accordance refer to the Terms of your Agreement

MANAGE YOUR SERVICE ONLINE

To access your Invoice or modify your details visit myaccount/realtelecom.com.

To keep updated with any changes or requests be sure to actively visit your account or contact 1300 REALTELECOM.

PAYMENT METHOD

Payment by Direct Debit from an Australian Bank will not incur an additional surcharge.

Additional Charges and Non-Direct Debit Payment Surcharge apply for alternate payment methods.

TRANSFERRING TO THE NBN™ NETWORK

If the NBN network becomes available to your premises and you wish to transfer to the NBN network with Real Telecom, we'll take responsibility for managing your transfer to this new network. To do this, we'll need your agreement and help to access your premises, and we'll talk with you about installation requirements.

We'll work with you to make this as simple as possible. Additional Terms and Conditions for your Transfer will be provided at the time of the request.

If you are already with Real Telecom and you don't want to transfer to the NBN network with Real Telecom, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the NBN network.

At this time, we will cancel your services and the Minimum Termination Fee of \$100 per service will apply. There may be additional charges which apply refer to Minimum Early Termination Fee(s). We'll let you know the details before any changes happen.

WE'RE HERE TO HELP

If you have concerns about

1. Billing and Accounts
2. Technical Support Service or
3. Connection and Provisioning
4. Complaints or Disputes

Contact us at crt@realtelecom.com.au

FURTHER ASSISTANCE

After you have contacted us, and we can't reasonably resolve your complaint you may seek additional mediation. The TIO will only investigate complaints if you have already attempted to resolve your issue with Real Telecom and is an option of last resort. Contact the TIO by phone on 1800 062 058.

FULL TERMS

This is a summary only full terms are available for all products and services, www.realtelecom.com.au/terms.

*All prices are inclusive GST
All information is correct as of 11/04/19*