

## Critical Information Summary – FUZEtalk Access

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### Information about the Service

#### Product Overview

FUZEtalk Access is a basic voice service offering high value with un-timed local and national calls.

#### Requirements & Availability

You will require an active phone line to connect you to FUZEtalk Access. Availability of this service is subject to your location. The best way to determine what service is best for you is to complete our Service Qualification available on [www.fuzenet.com.au](http://www.fuzenet.com.au).

#### Minimum Term

FUZEtalk Access plans are available on NO contract.

### Information about Pricing

#### Monthly Charges

Call type	Rates	Plan cost
Local	15c per call	<b>\$9.95</b> Per month
National	15c per call	
Australian Mobile	28c per min 0c Flagfall	
13/1300	25c per call	
0c International	NONE	
Other International	From 4.9c per minute 19c Flagfall	

#### Setup Fees

The setup fees vary based on your location and the service available at that location

- \$0 for existing On-Net Broadband internet customers
- \$99 for all other customers includes network and phone connection

#### Number Porting

Your existing phone number may be ported to FuzeNet by completing and returning the Porting Authority form located at [www.fuzenet.com.au](http://www.fuzenet.com.au).

Number porting costs only \$15 per number and can take from 7 to 10 business days.

You must keep your existing Phone service active until the number port is completed. If you cancel the service before porting takes place then FuzeNet will not be able to port the number.

Number porting is subject to the type of phone service you and the network it is currently hosted on and is not possible in all cases.

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## Other Information

### Customer Service Contact Details

Our Customer Service representatives can be contacted for any questions you may have. Call 1300 881 917, 7 days a week, between 8am - 8pm. You can also contact us via email [service@fuzenet.com.au](mailto:service@fuzenet.com.au) OR by filling in the contact form on [www.fuzenet.com.au/contact-us](http://www.fuzenet.com.au/contact-us).

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service/support request and wish to take the matter further, please request that the customer service representative escalate your issue to their Team leader. If you are still dissatisfied please request to have your issue escalated to the Customer Service Manager and then the General Manager. Alternatively you can email [service@fuzenet.com.au](mailto:service@fuzenet.com.au) or phone 1300 881 917 and speak to our Customer Service Manager.

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for an independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website [www.tio.com.au](http://www.tio.com.au).

Further product information can be viewed at [www.fuzenet.com.au](http://www.fuzenet.com.au).

Information is correct as of 1/03/2015 and is subject to change with 30 days written notice. All prices include GST.