

Critical Information Summary – FUZEtalk Plans

Information about the Service

Product Overview

FUZEtalk voice services offer competitive rates including untimed local and national calls and low international rates. You can even port your current phone number to FuzeNet to save any troubles of getting a new phone number.

Requirements & Availability

You will require an active phone line to connect you to FUZEtalk services. 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.

Contact Term and Termination Fees

Should you cancel your service during the Minimum Period/Contract term you will be charged a termination fee. The termination fee is calculated by multiplying the remaining months of your Minimum Period/Contract term by the monthly service fee. For example, the maximum charge payable for early termination would be: \$99.95 x 24 months = \$2,398.80

Information about Pricing

FUZEtalk Access

Call type	Rates	Plan cost
Local	15c per call	\$19.95 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	

FUZEtalk Max

Call type	Rates	Plan cost
Local	13c per call	\$24.95 Per month
National	13c per call	
Australian Mobile	21c per min 0c Flagfall	
13/1300	25c per call	
0c International	NONE	
Other International	From 1c per minute 19c Flagfall	

FUZEtalk Ultimate

Call type	Rates	Plan cost
Local	UNLIMITED	\$29.95 Per month
National	UNLIMITED	
Australian Mobile	18c per min 0c Flagfall	
13/1300	25c per call	
0c International	NONE	
UNLIMITED International Calls	UNLIMITED calls to: China (including mobile) Hong Kong (including mobile) Malaysia (including mobile) Singapore (including mobile) Taiwan (including mobile) Canada (including mobile) USA (including mobile)	
Other International	From 1c per minute From 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 <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.

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, 8am - 8pm AEST. You can also contact us via email service@fuzenet.net.au OR by filling in the contact form on 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 complaints@fuzenet.net.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 the independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website www.tio.com.au/making-a-complaint.

Service Billing

FuzeNet issues accounts monthly in electronic form and bills you in advance. Your billing date is determined by the service activation date, however you will receive an Account around the same time each month. The due date is clearly printed in the top right hand corner of your invoice and falls between 14-30 days after account issue. If payment is late, \$5 late fee will apply.

If there are insufficient funds in your nominated account, a dishonour fee will apply; cheques incur a charge of \$16.50, Direct Debit rejections incur a \$10 charge (both incl. GST).

If you believe there is a discrepancy with any part of your bill, please provide written notice of this before the due date. We will then investigate; your service will not be disconnected while the bill is in dispute or for 60 days after issue, whichever is shorter. Until your concern is resolved, you may need to pay an amount based on prior usage. If our investigation concludes the unpaid amount was correctly billed, payment will fall due immediately. If you dispute this outcome, your State Ombudsman may be of assistance.

Further product information can be viewed at 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.