

CRITICAL INFORMATION SUMMARY: BASIC LINE

1. INFORMATION ABOUT THE SERVICE

Service Description	The Basic Line plan provides 1 x PSTN services.
Minimum Term	No minimum term
Service Inclusions	1 x PSTN line
Service Exclusions	<ul style="list-style-type: none"> No call charges are included in the Minimum Monthly Charge. You pay an additional amount for the calls you make each month.
Future Infrastructure Upgrades	Cans on a String commits to you that if the NBN becomes available in your area and Cans on a String have infrastructure available then we will offer to migrate you over to the NBN and waive any plan break fees and new service setup fees. In some cases you may be able to use the modem/router hardware that you have in place now. If not, a suitable modem/router can be sourced from Cans on a String.

2. INFORMATION ABOUT PRICING

All Prices include GST		
Setup Charges	We will charge a professional installation fee of \$ 100.00 for setup of the service. Please note that for locations further than 10km from Cairns CBD, QLD, 4870, travel charges will apply for onsite setup. We charge \$ 27.50 per 15 min travel time.	
Minimum Monthly Charges	\$ 39.00	
Maximum Monthly Charges	N/A	
Other Charges	If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know 1 month in advance when this happens.	
Common Call Charges	Local	\$0.20 per call untimed
	National	\$0.10 per minute – billed in minute increments
	Australian mobile	\$0.28 per minute – billed in minute increments
	13 / 1300	\$0.35 per call untimed
	International	Starts from \$0.40 per minute – billed in minute increments Find our international call rates at

		www.cansonastring.com.au/Products/Plans-and-Prices.php
	1800 / Emergency 000	Free

3. BILLING

First Bill	<p>The figures in this Critical Information Summary are 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 billing period (calendar month).</p> <p>Your first bill will include:</p> <ol style="list-style-type: none"> Charges for part of the month from when the service was activated until the end of that billing period The minimum monthly charge in advance for the next billing period Any additional charges for non-recurrent items Call charges for calls made during that billing period
Monthly Bill	On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for calls made during the month.

4. OTHER INFORMATION

Customer Service Contact Details	<p>Our customer service can be contacted on</p> <ul style="list-style-type: none"> 07 4049 2222 (phone) 07 4049 2220 (fax) service@cansonastring.com.au <p>during business hours: Mon to Fri, 8:00 am to 5:00 pm, excluding public holidays.</p> <p>For emergency support outside business hours please call 07 4049 2222 (charges apply).</p>
Dispute Resolution	To log a dispute, please contact our customer service.

This is a summary only – the full legal terms for the individual components of the Cans on a String service are contained in your terms and conditions at www.cansonastring.com.au/Products/Terms-and-Conditions.