



Critical Information Summary

Plan: ISDN2- 12 Month+ contract -\$71.50 per month

This plan summary provides you with the important information you need to know.

The Canard ISDN2 plan is only available to Business customers with an active ACN/ABN. There may also be technical or commercial reasons that affect our ability to connect a service at your address. Your Canard sales consultant will advise you if this applies to you.

Set-up and monthly charges are as follows.

ISDN2	Local	National	Mobile	13/1300	Flagfall
\$71.50	12c per call	7.7c per minute, but billed per second	23c per minute, but billed per second	33c per call	0c

For all other charges see www.canard.com.au/terms

For international call rates, see www.canard.com.au/international

Standard Call Cost

The cost of a 2 minute call to any Australian Mobile Other is 46c.

Minimum Total Cost

The minimum total cost over 12 months for an ISDN2 is \$858.

Minimum Monthly Charge

Upon connection of the Canard ISDN2 plan, the first minimum monthly charge is \$71.50, plus any pro-rata charges. The pro-rata charges are worked out as a proportion of how many days are left in the billing cycle from the day of connection of your Canard service, plus one month in advance. The Canard billing cycle ends on the 28th of each month. All invoices are due for payment by the 15th of the following month.

Equipment Needs

If you use any disability or medical services, or have a back-to-base alarm, you may require some additional equipment or even an alternate Canard service. We will tell you if the Canard ISDN2 plan does not support your equipment or requirements.

Special Promotions

This plan summary does not include any special promotions. These will be advised to you separately by your Canard sales consultant.

Plan Changes

If you change your Canard plan during your contract, a fee may apply. Contact Canard customer service if you require further information.

Cancellation Fees

The maximum cancellation fee on the 12 month contract is \$385.

Paper Invoice Fee

A \$3.00 per month account fee applies if you receive your Canard invoice by post.

Tracking Spend

You can track your billed and unbilled spend by accessing the Canard Spend link at www.canard.com.au/track

Customer Service

- You can find answers to our most common frequently asked questions on our website: www.canard.com.au/faq
- You can call us on 1300 CANARD (1300 226 276) for assistance with your Canard services from any phone (Standard call charges apply).
- For email assistance, please visit our website at www.canard.com.au/contact or email us at info@canard.com.au.

Customer Complaints

You can contact our complaint resolution area by calling us on 1300 CANARD. Email complaints can be sent to info@canard.com.au. You will hear back from us within 3 business days. If you are not happy with the outcome of your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://tio.com.au/>.

This is a summary only. For full Terms and Conditions see our website at www.canard.com.au.

This critical Information Summary has been prepared by Canard in accordance with the requirements of Chapter 4 of C628: 2012 *Telecommunications Consumer Protection code*.