



## Critical Information Summary

### Plan: Inbound Pro - \$22 per month: 24 month contract

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

The Canard Inbound Pro plan is only available to Business customers with an active ACN/ABN. Your rates vary depending on where you have the service is answered and is dependent on from what service your customer calls you.

This plan includes the following for use within Australia.

Answering Point	Local	National	Mobile
1300-Landline	First 20 minutes free, then 8c per minute but billed per second	11c per minute but billed per second	14.5c per minute but billed per second
1300-Mobile	38.5c per minute but billed per second	38.5c per minute but billed per second	38.5c per minute but billed per second
1800-Landline	8c per minute but billed per second	11c per minute but billed per second	14.5c per minute but billed per second
1800-Mobile	38.5c per minute but billed per second	38.5c per minute but billed per second	38.5c per minute but billed per second

For all other charges see [www.canard.com.au/terms](http://www.canard.com.au/terms)

You can set up complex answering arrangements, such as postcode or state based routing. Your Canard sales consultant will advise these rates to you as required. Please see Canard's website for full details.

#### Standard Call Cost

You cannot make calls from your Inbound 1300 or 1800 service. The cost of a 2 minute call received from any Australian mobile to a landline is 29c and to a mobile is 77c.

#### Minimum Total Cost

The minimum total cost over 24 months is \$528.

### Minimum Monthly Charge

Upon connection of the Canard Inbound Pro plan, the first minimum monthly charge is \$22, 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 28<sup>th</sup> of each month. All invoices are due for payment by the 15<sup>th</sup> of the following month.

### Equipment Needs

There are no equipment requirements for this service.

### 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 24 month contract is \$528. This fee decreases during your contract period.

### 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](http://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/fag](http://www.canard.com.au/fag)
- 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](http://www.canard.com.au/contact) or email us at [info@canard.com.au](mailto: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](mailto: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](http://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*.