



## Critical Information Summary

### Plan: Multiline Value 10+

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

The Canard Multiline Value 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.

Contract Term	Monthly Service Fee 10-19 Channels	Monthly Service Fee 20+ Channels	Installation Fee	Tenure Discount	Line Hunt
12 months	\$27.50 per month	\$24.75 per month	\$132 per channel		Free
24 months	\$24.75 per month	\$23.10 per month	\$66 per channel	5%	Free
36 months	\$24.75 per month	\$23.10 per month	\$0	10%	Free
48 months	\$23.10 per month	\$22 per month	\$0	10%	Free
60 months	\$23.10 per month	\$22 per month	\$0	10%	Free

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

The plan includes the following for use in Australia

Call Type	Monthly Spend \$0-\$1,149	Monthly Spend \$1,500-\$2,999	Monthly Spend \$3,000-\$5,749	Monthly Spend \$5,750+
Local	12c per call	11c per call	10c per call	7c per call
National	12c per minute billed per second	11c per minute billed per second	9c per minute billed per second	11c per minute billed per second
Mobile Optus*	24c per minute billed per second	23c per minute billed per second	22c per minute billed per second	20c per minute billed per second
Mobile Other*	26c per minute billed per second	25c per minute billed per second	24c per minute billed per second	23c per minute billed per second
13/1300	33c per call	33c per call	33c per call	33c per call
Flagfall**	4c per call	4c per call	4c per call	4c per call

For International Call rates see [www.canard.com.au/international](http://www.canard.com.au/international)

\*Mobile calls capped at \$1 for 10 minutes. Not available on 12 month contracts.

\*\*Applies to National, Mobile Optus and Mobile Other calls.

#### Standard Call Cost

The cost of a 2 minute call to any Australian Mobile Other on a 24 month contract for a Monthly Spend of between \$0 and \$1,149, including flagfall, is 56c.

#### **Minimum Total Cost**

The minimum total cost over 24 months for a 10 channel service is \$5,940.

#### **Minimum Monthly Charge**

Upon connection of the Canard Multiline plan, the first minimum monthly charge for a 10 channel service is \$247.50, 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 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**

You must have a compatible PABX to use this service. 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 Multiline 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 24 month contract is \$200 per channel. 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/faq](http://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](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*.