



Critical Information Summary
Plan: Complete – No Contract: \$69 per month

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

The Canard Complete plan is only available to Business customers with an active ACN/ABN. There may 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.

This service provides a telephone connection for your Business premises. The maximum cost for one month is \$69, plus call costs as per table below.

This plan includes the following for use within Australia.

Call Types	Cost (incl. GST)
Local Calls	500 free calls, then 15c per call
National Calls	500 free calls, then 18c per call
Mobile Calls	First 15 minutes 55c, then 45c per minute, charged per 30 seconds
Connection Fees	0c per call to mobiles
13/1300 Calls	40c per call
International Calls	See www.canard.com.au/international

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

Standard Call Cost

The cost of a 2 minute call to any Australian mobile, including connection fee, is 55c.

Minimum Total Cost

The minimum monthly cost is \$69, plus call costs.

Upfront Fees

\$59.95 if a working telephone socket is present from a previous connection and a technician is not required to visit the premises.

\$128.13 if a previous telephone service existed and a technician is required to visit your premises/property to reconnect existing suitable cabling at the main distribution frame or first socket where no main distribution frame exists.

\$306.47 if no telephone service has previously been connected to the premises/property (although cabling may have been previously been installed to your premises/property and you can hear a dial tone).

\$306.47 if a previous telephone service existed at your premises/property but a technician is required to visit the premises/property to install and/or work on the cabling up to the main distribution frame or first socket where no main distribution frame exists.

Your Canard sales consultant will advise you if any fee applies to your Canard service.

Minimum Monthly Charge

Upon connection of the Canard Complete plan, the first minimum monthly charge is \$69, 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

You need a compatible telephone handset 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 Complete 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

There is no cancellation fee for cancelling this service.

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 Billing 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 13CANARD, selecting option 2. 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 Nuco in accordance with the requirements of Chapter 4 of C628: 2012 *Telecommunications Consumer Protection code*.