



Critical Information Summary

Plan: Inbound Flexi - \$27.50 per month: no contract

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

This plan is an uncontracted service connection a 1300 or 1800 number to be answered on your landline or mobile. The minimum cost per month is \$27.50. The maximum cost is directly related to the number of calls you receive via your 1300 or 1800 number each month, plus the monthly connection fee of \$27.50. No cancellation fee applies.

The Canard Inbound Flexi 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 15c per minute but billed per second	15c per minute but billed per second	30c per minute but billed per second
1300-Mobile	59c per minute but billed per second	59c per minute but billed per second	59c per minute but billed per second
1800-Landline	15c per minute but billed per second	15c per minute but billed per second	30c per minute but billed per second
1800-Mobile	59c per minute but billed per second	59c per minute but billed per second	59c per minute but billed per second

For all other charges see 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 60c and to a mobile is \$1.18.

Minimum Total Cost

The minimum total cost for this service each month is \$27.50.

Minimum Monthly Charge

Upon connection of the Canard Inbound Pro plan, the first minimum monthly charge is \$27.50, 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

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

There is no cancellation fee to cancel your contract at any time. All cancellations must be in writing. Receipt of cancellation request by email is acceptable.

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*.