

CRITICAL INFORMATION SUMMARY

RESIDENTIAL VOIP AND INTERNET SERVICE

Information about the Service

Kloudphone VOIP and internet services provide you with telephone and internet services over your fibre/ADSL enabled estate. There is no minimum term for the service.

Included Features

Voicemail, Call Waiting, CLID blocking, call return, GEO number and voicemail to email.

Important Limitations

The quality of the call is based on the quality of the underlying network; this is something that Kloudphone have no control over. The service will not work if there is an interruption to your internet connection, which includes dialing emergency numbers.

Important Restrictions

The following cannot be called from this service:

1. Australian Premium Rate Numbers (i.e 190x)
2. Some operator assisted numbers and special service numbers

Information about Pricing (inc GST)

Setup Fee:

| Month To Month | 12 Month Contract | 24 Month Contract |
|----------------|-------------------|-------------------|
| \$180 | \$99 | \$0 |

Minimum Monthly Charge: \$45.95

Maximum Monthly Charge: N/A

Early Termination Charge: \$99.00 fixed.

Internet Plans with Optional* Phone Service

| Plan | Monthly Cost | Included Data and (Per GB cost in \$) |
|------|--------------|---------------------------------------|
| 1 | \$45.95 | 100GB / (\$0.46) |
| 2 | \$54.95 | 200GB / (\$0.27) |
| 3 | \$59.95 | 250GB / (\$0.24) |
| 4 | \$74.95 | 750GB / (\$0.10) |
| 5 | \$72.95 | 250GB / (\$0.29) |
| 6 | \$89.95 | 750GB / (\$0.12) |
| 7 | \$84.95 | 250GB / (\$0.34) |
| 8 | \$109.95 | 750GB / (\$0.15) |

*No additional cost for the phone service

Quota: If you exceed your quota we will shape your speed to 256/256kbps for the remainder of your billing month. You can also purchase extra data blocks if required, or upgrade by calling customer service.

Call Charges (ex GST)

| Charge | Phone and Internet Plan |
|-----------------|---|
| Local Call | 10c / call (untimed) |
| Fixed to Mobile | 17c / min (no flag fall, no connection fee) |
| 13/1300 | 25c / Call (untimed) |
| 1800 | free |

Other Information

Usage Information

Customers can request information on their VOIP and data usage by calling 02 8985 9999.

Customer Service

You can contact our customer service line by calling 02 8985 9999.

Dispute Resolution

At Kloudphone, we pride ourselves on delivering superior customer service; however, if you are dissatisfied with the outcome of your customer service you can access dispute resolution, via customer service and ask for the dispute resolution team.

Telecommunications Industry Ombudsman

If you have exhausted all avenues for resolving your complaint with Kloudphone and are still not satisfied with the outcome, you make seek further assistance from external channels, such as the Telecommunications Industry Ombudsman (TIO):

<http://www.tio.com.au/about-us.contact-us>