



# Critical Information Summary

## \$29.95 Monthly Plan

### Information about the service

<b>Description of the Service</b>	Calls made using the service are connected using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN) that a regular landline uses. This is called Voice over IP or VoIP. It allows 3 concurrent calls inbound or outbound to the public phone network via numbers hosted on the Milan Industries Network.
<b>Minimum Term</b>	6 Months
<b>Offer inclusions</b>	Up to 3 concurrent calls Voicemail 1 DID Number Online account management portal access CLID Over-stamping (Number presented on outbound calls)
<b>Offer Exclusions</b>	Priority Assistance (For people diagnosed with a life threatening medical condition)
<b>Important offer conditions</b>	This is a postpaid service. Credit limits are applied automatically to all accounts. You will continue to be billed for the service until you cancel the service with us.
<b>Important offer limitations</b>	This service will not work if there is an interruption to your internet connection. That includes dialing emergency numbers; 000.
<b>Important restrictions</b>	The following cannot be called from this service: <ul style="list-style-type: none"> <li>1. Australian Premium Rate Numbers (i.e. 190x)</li> <li>2. Some operator assisted numbers and special service numbers</li> <li>3. High risk International destinations</li> </ul> Any Included DIDs may not be exchanged/credited/substituted towards the cost of existing DIDs ported onto the service. The number of concurrent calls that you can use with this service is limited both by the service and by the device that you purchase from Milan Industries.
<b>Important qualifications</b>	To use the service you will need a high-speed internet access connection, a modem/router, a VoIP phone adaptor, soft-phone client or an IP Handset. You can either buy them from our online shop or choose the supply your own option.
<b>Important recommendations</b>	We do not recommend that this service be used with wireless internet connections or poor quality internet connections.



### Information About Pricing:

**Setup Fees** \$0

**Minimum Monthly Charge** \$29.95

**Maximum Monthly Charge** N/A

**Maximum Early Termination Charge** \$179.70

### Common Call Charges

**Local / National** \$0.11 Per Call

**Mobile** \$0.25 per minute billed in per minute increments

\*Standard 2 minute mobile call cost of \$0.50 \*

**13 / 1300** \$0.50 Per Call

**International** For international calling rates please see [www.m-i.com.au](http://www.m-i.com.au) for more information

### Billing Information

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period. Your bill is invoiced on the 15th of each month and you are charged within 5 days from that date. Your first bill will include:

1. charges for part of the month from when the service was activated until the end of that billing period
2. any additional charges for non-recurrent items and calls used during that billing period
3. the minimum monthly charge in advance for the next billing period

### Other Information

#### Access your call and data usage information

You can access your call and data usage information by logging in to your customer account portal at the top right of: <http://www.m-i.com.au> and going to client area.

#### Customer service contact details

Customer service can be contacted on 1300-022 735 during the hours: 8:30am through 5pm VIC time or via any of the contact method here: <http://www.m-i.com.au/contact>

#### How to access our dispute resolution process

Please contact our customer service representatives using our contact methods here: <http://www.m-i.com.au/contact>

#### TIO contact details

Although we pride ourselves on being able to deliver exceptional customer service. If you have exhausted all avenues for resolving your complaint within Milan Industries and if you are still not satisfied with the remedies suggested, you may seek further assistance from external channels, such as the Telecommunications Industry Ombudsman (TIO). <http://www.tio.com.au/about-us/contact-us>