

CLUBLINKS

ClubLINKS Telecommunications Pty Ltd A.B.N 68 114 234 338
c/- PGA National Office 600 Thompson Road, SANDHURST VIC 3977

Residential Telephone Service

ClubLINKS provide telephone services on our Fibre Optic Network. Before any services can be connected the Fibre must first be connected to the home. Please call 1300 880 809 and arrange for a **Services Connection Application Form** to be sent to you. Please email the completed form to customerservice@clublinks.com.au or call **1300 880 809** if you need assistance.

Critical Information Summary

Information about the Service

The ClubLINKS Telephone Service is a Carrier Grade service delivered on our Fibre Optic Network. The standard equipment that is installed can provide up to two separate lines. If you require more than two lines please call 1300 880 809 to discuss your requirements as cabling changes may be required in your home.

Note: You will need to purchase your telephone handset as we do not provide or sell handsets.

Optional Services - Please indicate on the **Connection Application Form** whether you require the following features. While there is no charge for these options other than 'Simultaneous Ring' they will not be included unless you request them:

- Message Bank
- Telephone Listing or Private Number Listing (no entry in White Pages)
- Calling Line ID Display enabled or disabled
- Call Diversion
- Simultaneous ring: allows an incoming call to ring on both your mobile and fixed line simultaneously. This should only be used for urgent situations as additional charges will apply for the call diversion to the mobile phone number if you choose to answer the mobile.

No Bundling of Services – There is no bundling of services, Telephone and Internet services are ordered separately. A telephone line is not required to deliver internet services. Please note there is a discount offered if internet and telephone services are installed at the same time (see below).

Minimum Term – The minimum contract term is one month, invoiced on the 7th and payable on the 21st of each month by Direct Debit. The service will continue monthly until cancelled in writing by the Customer.

Contract Termination – The service can be terminated at the end of any month without penalty.

Information About pricing

Service Connection – A telephone service may be classified as:

New Connection – Fibre Optic cable and equipment needs to be installed. Depending on the estate different charges apply for connection to the Fibre Optic Network subject to the Land Sales Agreement with the developer. All charges are detailed in the **Connection Application Form**.

Reconnection – Fibre Optic and telephone equipment is already installed.

Service Connection Charges – A discount of \$40 is offered on new connections if Internet and Telephone services are installed by us at the same time. If you are ordering Internet with Telephone and you have a suitable router, the router cost may be deleted.

Details	Telephone only	Internet only	Internet & Telephone
New Service	\$250.00	\$140.00	\$350.00
Router	n/a	\$80.00	\$80.00
Total	\$250.00	\$220.00	\$430.00
Reconnection	\$55.00	\$70.00	\$125.00
Router	n/a	\$80.00	\$80.00
Total	\$55.00	\$150.00	\$205.00

Line Charges – Monthly Charge

Each month we will charge you a line rental as well as call costs for all calls.

Minimum Monthly Charge First line rental \$17.95 per month

Second and Subsequent lines Second and subsequent lines \$11.95 per month

The following information includes the details of all the main call charges. International call rates to all countries and calls to satellite devices are contained in the complete **International Call Price List** visit <http://telecommunications.clublinks.com.au> then select **Products** then the Service required.

Summary of Call Charges

Your Telephone account is sent each calendar month. The invoice will be sent to you by email on or around the 7th of each month. All calls will be detailed to enable you to check the amount due.

ClubLINKS may change call charges. Advice of any changes will be provided on the website and in writing to Customers 30 days prior to implementation.

The current charges are:

Calls within Australia (Rates include GST)

Call Type	Connect Charge	Per Minute*	Call Cost 2 Mins	Details
Resort call (On-Net)	\$0.11	Untimed	\$0.11	Any fixed line within your estate
Local call	\$0.15	Untimed	\$0.15	To any fixed line in your State
National call to a fixed line	\$0.55	Untimed	\$0.55	To any fixed line in Australia
Calls to Mobile Phones	\$0.22	\$0.22	\$0.66	
Calls to 13/1300 numbers	\$0.25	Untimed	\$0.25	

Residential Telephone Service *continued*

Call Type	Connect Charge	Per Minute*	Call Cost 2 Mins	Details
Sensis Services12455	\$2.10	\$0.16	\$2.42	
Directory Service 1223	\$0.55	Untimed	\$0.55	
1900 Information Services	Variable	Variable	Variable	Charged at cost

*Rates are shown per minute, however they are charged to the closest second (a ten second timed call is charged at one sixth of the minute rate).

International Call Charges (Rates include GST)

No Flag fall is charged for international calls. The following is a summary of the main destinations called by our customers; a full listing is available on the web page (see link on page 1). If one rate is shown it applies to all calls or there is no mobile network available. If a 'Fixed to Mobile' rate is shown, this higher rate will be charged for fixed line to mobile calls.

Destination	Per Minute*	Cost 2 Mins	Cost 30 Mins	Details
Canada	\$0.05	\$0.10	\$1.50	All calls except NW Terr. & Ontario
China	\$0.05	\$0.10	\$1.50	All calls
Hong Kong	\$0.05	\$0.10	\$1.50	All calls
Malaysia	\$0.05	\$0.10	\$1.50	All calls
New Zealand Fixed Line	\$0.05	\$0.10	\$0.25	All calls except to mobiles
New Zealand To Mobile	\$0.143	\$0.29	\$4.29	Calls to mobiles
Singapore	\$0.05	\$0.10	\$1.50	All calls
South Africa Fixed Line	\$0.05	\$0.10	\$1.50	All calls except to mobiles
South Africa To Mobile	\$0.132	\$0.27	\$3.96	Calls to Mobiles
United Kingdom Fixed Line	\$0.05	\$0.10	\$1.50	All calls except to mobiles
United Kingdom To mobile	\$0.264	\$0.53	\$7.95	Calls to Mobiles
USA	\$0.05	\$0.10	\$1.50	All calls

Call costs for a two minute and a thirty minute call are shown in the table above.

Monthly Billing and Payment

Please indicate a preferred email address for your monthly invoice in the **Services Application Form**. ClubLINKS invoices monthly in advance for the Monthly Line Charge and in arrears for all call charges. We expect payment by Direct Debit from the Bank Account or Credit Card nominated in your Application Form. This payment is deducted 14 days after our Account has been emailed to you. If you have any complaint about the Billing or the service provided, or you are experiencing any financial hardship, please call our service line on **1300 880 809** and discuss the matter prior to the due date for payment.

Dishonour Fee

If your Direct Debit is declined a Dishonour Fee of \$15.00 will be charged to your account. Repeated dishonours of Direct Debit will result in contract termination.

Other Information

Call Usage

If you require information about your call usage, please call the service line on 1300 880 809.

Customer Service Contact Details

For Customer Service, Call Usage details, or to lodge a Complaint, please call **1300 880 809**. This number is attended during the hours of 9:00am and 5:00pm Monday to Friday except Public Holidays. A voice recording system is provided for messages outside these times. A technician will call within two hours on the next working day. On weekends and Public Holidays the ClubLINKS Weekend Support Team can be contacted via the standard ClubLINKS phone number **1300 880 809**, selecting option 3. Please leave a message that includes a short description of the problem and your land line and mobile numbers. The message will be reviewed by the on call technician. The technician will return your call to confirm that action is being taken to respond to your service request or to advise that the issue will require a home visit on the next business day.

Telecommunications Industry Ombudsman (TIO) Contact details

If you are not satisfied how ClubLINKS has handled a complaint you may wish to contact the TIO:

Telephone: 1800 062 058
 Mail: PO Box 276, Collins Street West VIC 8007
 Fax: By sending a Consumer Complaint Form to:
 1800 630 614

Connection Timeframes

Once we have accepted your application, we will try to connect your home service on the date that you requested; however this may not be possible.

New Build – For instance if the home is a new build, we need to inspect the home to ensure that your builder has built the home to the technical specification required for Fibre Optic connection. Remedial work may need to be completed by your Builder. When the home is approved for connection, we need to book the Fibre Connection Contractor to connect the Fibre Optic network to your home. This approval process can take up to three weeks, so it helps if you involve us in the process a few weeks before your move in date.

Existing home already connected to the Fibre Optic Network – Our aim is to install your service within two days of receipt of your completed application.

Service Restrictions

ClubLINKS is unable to facilitate the use of Telephone Services from other telecommunications suppliers on our Fibre Optic Network other than VOIP Services (such as Skype, or similar services that use a standard Ethernet plan). When the NBN is able to provide "Connect Points" this restriction will be removed.