

CRITICAL INFORMATION SUMMARY - RESIDENTIAL PHONE SERVICES

INFORMATION ABOUT THE SERVICE

PRODUCT OVERVIEW

Harbour Talk voice services offer competitive rates and include untimed local and national, mobile and international calls for residential customers on select plans. You can even port your current phone number to Harbour ISP to save any troubles of getting a new phone number.

REQUIREMENTS AND AVAILABILITY

Harbour ISP Talk is an "add on" service for use with Harbour ISP broadband Internet services. Please visit www.harbourisp.com.au for available Harbour ISP broadband Internet service plans.

Harbour ISP Talk is **not available** as a standalone product or for use with third party Internet services or Harbour's fixed wireless internet services.

Harbour ISP Talk is not for use with soft phones and PABX systems, and is delivered via the telephone port on the Harbour ISP router supplied or purchased with your Harbour ISP broadband Internet service.

UNLIMITED

Harbour ISP Talk service plans may include unlimited calls for certain call types, as indicated below. All Harbour ISP services are subject to the Harbour ISP Fair Use Policy (available at www.harbourisp.com.au/legal).

CONTRACT TERMS AND TERMINATION FEES

Harbour ISP Talk services are available on month-to-month plans, with no minimum contract term. You may cancel your Harbour ISP Talk service at any time during the service month (no refund applicable for early cancellation).

Please note, if your associated Harbour ISP broadband Internet service is on a fixed term contract, additional early termination charges for the broadband Internet service may apply if you elect to also cancel that service. Please refer to the Critical Information Summary for your Harbour ISP broadband Internet service.

INTERNATIONAL CALLS

International countries must be enabled on your account, prior to being accessible on Harbour ISP Talk plans. Calls to international countries are otherwise restricted as a default, except for Harbour ISP Talk Global plan's unlimited 18 international countries which are pre-enabled. To enable selected international countries on your account, please contact our Customer Service team

INFORMATION ABOUT PRICING

HARBOUR ISP TALK GLOBAL

CALL TYPE	RATES	COST
Local Calls	Unlimited	\$9.00 per month
National Calls	Unlimited	
Australian Mobile calls	Unlimited	
1800 Calls	Unlimited	
13/1300 Calls	25c per call	
International Calls (landline and mobile)	<p>Unlimited to: Bangladesh, Brazil, Canada, Chile, China, Denmark, Germany, Iceland, India, Ireland, Korea Rep, Malaysia, New Zealand, Norway, Peru, Singapore, UK, USA.</p> <p><i>excludes calls to premium international numbers</i></p> <p>All other countries: From 1c per minute 19c flagfall</p> <p style="text-align: center;"><u>International Call Rates</u></p>	

All service plans and usage are subject to Harbour ISP Fair Use Policy

CRITICAL INFORMATION SUMMARY - PHONE SERVICES



HARBOUR ISP TALK MOBILE

CALL TYPE	RATES	COST
Local Calls	Unlimited	\$7.00 per month
National Calls	Unlimited	
Australian Mobile calls	Unlimited	
1800 Calls	Unlimited	
13/1300 Calls	25c per call	
International Calls	From 1c per minute 19c flagfall International Call Rates	

All service plans and usage are subject to Harbour ISP Fair Use Policy

HARBOUR ISP TALK FIXED

CALL TYPE	RATES	COST
Local Calls	Unlimited	\$5.00 per month
National Calls	Unlimited	
1800 Calls	Unlimited	
Australian Mobile calls	18c per min 0c flagfall	
13/1300 Calls	25c per call	
International Calls	From 1c per minute 19c flagfall International Call Rates	

All service plans and usage are subject to Harbour ISP Fair Use Policy

CRITICAL INFORMATION SUMMARY - PHONE SERVICES



NUMBER PORTING

Your existing phone number may be ported to Harbour ISP by completing and returning the Porting Authority form located at www.harbourisp.com.au. Number porting can take from 7 to 10 business days. You must keep your existing Phone service active until the number port is completed. If you cancel the service before porting takes place then Harbour ISP will not be able to port the number. Number porting is subject to the type of phone service you and the network it is currently hosted on and is not possible in all cases.

SERVICES WHICH ARE DEPENDENT ON LANDLINES

Please be aware that services which are dependent on landlines, such as facsimile machines, house alarms and medical alerts, are not suitable for operation via non-DSL services, which includes NBN, Harbour ISP broadband or similar services (such as Harbour ISP Talk). Harbour ISP recommends that you speak with your service provider about your landline dependent services that may not operate with Harbour ISP Talk and Harbour ISP broadband Internet services.

NON-HARBOUR ISP EQUIPMENT

If you use equipment, in conjunction with the Harbour ISP broadband Internet service associated with your Harbour ISP Talk service, that Harbour ISP has not supplied to you or otherwise approved, then Harbour ISP may assist you with that equipment but Harbour ISP cannot be responsible for the operation of that equipment. Harbour ISP has a policy and terms around use of third party equipment with Harbour ISP services. Please review our Customer Service Agreement located at www.harbourisp.com.au/legal

CUSTOMER SERVICE CONTACT DETAILS

Call 1300 579 403 (8am - 8pm AEST on weekdays, 10AM - 6PM AEST on weekends) or email service@harbourisp.com.au

DISPUTE RESOLUTION PROCESS

(Full Complaints Handling Policy at harbourisp.com.au/legal)

If you are dissatisfied with the outcome of your customer service/support request and wish to take the matter further, please request that the customer service representative escalate your issue to their Team leader.

If you are still dissatisfied please request to have your issue escalated to the Customer Service Manager and then the General Manager. Alternatively you can email complaints@harbourisp.com.au or phone **1300 579 403** and speak to our Customer Service Manager.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO)

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO for the independent mediation. Contact the TIO on **1800 062 058** or visit their website (tio.com.au/making-a-complaint)

SERVICE BILLING

Harbour ISP issues bills monthly in electronic form and bills you in advance. Your billing date is determined by the service activation date, however you will receive your bill around the same time each month. The due date is clearly printed in the top right hand corner of your invoice and falls between 14-30 days after account issue. If payment is late, a \$5 late fee will apply.

If there are insufficient funds in your nominated bank account, a dishonour fee will apply; cheques incur a charge of \$16.50, Direct Debit rejections incur a \$10 charge (both incl. GST).

If you believe there is a discrepancy with any part of your bill, please provide written notice of this before the due date. We will then investigate and your service will not be disconnected while the bill is in dispute or for 60 days after issue, whichever is shorter. Until your concern is resolved, you may need to pay an amount based on prior usage. If our investigation concludes the unpaid amount was correctly billed, payment will fall due immediately. If you dispute this outcome, the TIO may be of assistance.