

## CRITICAL INFORMATION SUMMARY

### Information about the service

Here's a quick summary of all the important bits about your **NBM Phone 39** plan.

It covers things like the length of your contract and how much you need to pay each month.

### MINIMUM TERM

This plan has **24month** minimum term.

### What's Included and Excluded?

#### Call Charges

- **Local Calls 17c per call**
- **National Calls 17c per call**
- **Mobile Calls 22c per minute**
- **13/1300 calls 40c per call**

Extra line Features are charged on top of the plan and can be viewed at [Other Charges](#)

Calls are charged in 30 second increments.

### STANDARD 2 MINUTE CALL CHARGES

Local Calls	A 2 minute standard call will cost you \$0.17 (17¢ per call)
National Calls	A 2 minute standard call will cost you \$0.17 (17¢ per call)
Mobile Calls	A 2 minute standard call will cost you \$0.44 (22¢ per minute and no flagfall) Calls charged in 30 second increments.

### CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged in 30 second increments. For all international call rates, see [International Call Rates](#)

### CONNECTION CHARGES

A connection fee may apply to connect your home phone service if the service.

- **Existing telephone line without a technician visit \$72.57**
- **Existing telephone line with a technician visit \$153.75**
- **New telephone line connection \$367.77 with a technician visit and cabling work**

### Information about pricing

Your minimum monthly charge is **\$39**.

The Minimum amount you'll pay over the 24 months is \$936. Early Termination Fee (EFT) is the plan fee times the remaining months left of the contract.

All Pricing Includes GST.

### Other Information

### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, but this might not always be possible.

If there has been a previous working home phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### SILENT LINE

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for a Silent Line. You'll be charged \$3.60 per month.

### WE'RE HERE TO HELP

If you have any questions, just call us on **1 300 735 393** so we can serve you better. Or you can visit us at [www.nbmcom.com.au](http://www.nbmcom.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [Complaint Policy](#)

You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>