

Critical Information Summary

Clear ClearTalk Standard

12 Month Contract

About the Service

Description of the Service

The ClearTalk – Internet Phone Service is a residential Voice over Internet Protocol (VoIP) service that allows you to make and receive calls via your internet connection.

Requirements, Availability and Limitations

The ClearTalk service is available to customers who have a Clear Networks broadband service or customers within a Community Broadband complex, where a ClearTalk-only service is also available.

Equipment Needs

You will need a ClearTalk voice box, or VoIP Phone which may be purchased from Clear Networks, or you can bring your own device. Only equipment sold by Clear Networks will be supported by Clear Networks staff.

Minimum Term

This **ClearTalk** plan option features a minimum 12 month agreement. (Also available with 1, 6, 18, 24, 36 month minimum terms.)

Bundling

This service is not conditional on having a phone line with us. If you choose to purchase a **ClearTalk** service, your broadband service will be discounted by up to \$10 a month.

Included Features

There are a range of value-added features included with **ClearTalk**, with further details on our website;

Free calls to other ClearTalk users	No Flagfall	Keep your existing number	Free voicemail, record your own greeting
Call Forwarding and call waiting	Caller ID and caller-ID restriction	Equipment discounts on 24 month contract	Untimed local and national calls

How We Charge

Installation Fee

There is no installation or activation fee. If you choose to transfer/port your existing number to our ClearTalk service, a standard fee of \$40 for a single number applies.

Monthly Charges

The Clear ClearTalk Standard 12 Month Contract plan has a **Monthly Charge** of \$24.95 and features:

- **Standard with call credit**
- Incoming/Outgoing service
- Included DID number
- No flagfall
- Included calls: 100 calls#
- 13 ¢ local and national calls to landlines
- 27 ¢/min calls to Australian mobile numbers
(54 ¢ cost for a standard 2min national mobile call)
- International calls from 3.5 ¢/min

Total Minimum Price

On a 12 month agreement the Total Minimum Price is \$299.40, comprising 12 months at \$24.95 per month.

Emergency Calls – Important information

Your **ClearTalk** service will not work when there is a power outage or if your internet service is down. In such circumstances, you will need to rely on alternative service such as a mobile phone or a landline to make telephone calls, including emergency calls.

Early Termination Charge

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Other Information

Usage Information

Call usage is subject to the ClearTalk [Acceptable Use Policy \(AUP\)](#). You can view our Terms and AUP by going to www.clearbroadband.com.au/residential/voip/how-it-works/.

A record of your call usage can be viewed by logging into your MyClear account at myclear.clearnetworks.com.au. Call information is updated daily.

Customer Service Contact Details

Contact	Sales	Customer Care / Technical Support
Phone	1300 855 215	1300 855 215
Email	sales@clearnetworks.com.au	support@clearnetworks.com.au
Hours	Weekdays 9:00am to 5:30pm AEST	Weekdays 9:00am to 5:30pm AEST

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.clear.com.au/legals/complaints.

Telecommunications Industry Ombudsman

In the unlikely event your complaint is not resolved, or you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (telecommunications industry ombudsman). The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint.