

## Medphone Pty Ltd

### Critical Information Summary

Eco Call Plan - \$24.95 per month

#### **Description about this service**

Eco Call Plan provided by Medphone Pty Ltd is post-paid VoIP (Voice over Internet Protocol) plan

**Minimum monthly charge payable:** \$24.95

**Maximum charge for early termination:** \$24.95

**Minimum term applicable:** 1 month

#### **Bundling:**

This service is not conditional on any bundling arrangements, but we do provide other services which you may wish to bundle with this service to receive a discount. Please contact us for further information.

#### **Mandatory components:**

You will require a VoIP handset or softphone application to use this service.

You have the option to BYO a recommended handset(s) or to purchase a handset(s) outright from Medphone Pty Ltd.

All handset purchases are separate to plan and call costs.

You will require a high quality internet connection service or mobile data service.

#### **Important conditions:**

All call costs are additional to the base plan monthly pricing.

Fees will be charged for additional services such as diversions and changes made to the VoIP system as outlined in our pricing guide.

**Early termination charges:**

If you cancel your service prior to the end of your contract term (1 month) you will be required to pay for the full month and any call costs and costs for any additional services incurred during the month.

**Usage information:**

You can monitor your usage by calling us on 1800 174 663 or emailing [accounts@medphone.com.au](mailto:accounts@medphone.com.au)

Cost of making a 2 min standard mobile call (including flagfall) is \$0.28.....

**Enquires, feedback and complaints:**

We are committed to providing you with excellent customer service. Please contact us by calling 1800 174 663 or by sending an email to [info@medphone.com.au](mailto:info@medphone.com.au) if you have any questions, would like to give feedback or complain.

**Telecommunications Industry Ombudsman (TIO):**

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact Medphone Pty Ltd for further information or visit our website [www.medphone.com.au](http://www.medphone.com.au) for full Terms and Conditions.

This summary valid as of July 2021.