

Critical Information Summary Ace Business Landline (PSTN)

Information about the service

The Ace Business Landline (PSTN) service is a business telephone service that provides you with line rental and a telephone number to make and receive calls.

Minimum Plan Term

There is no minimum contract term.

What's Included

The rental of the line is included in the monthly fee.

What's Not Included

Any phone calls made on the service will be charged at the applicable rates. Additional features such as Calling Number Display, Silent Number etc. are not included and are charged at the applicable rates.

Information about pricing

Monthly Charge

The monthly charge for your Ace Business Landline is \$39.95.

Call Charges

Call charges from your Ace Business Landline are as follows:

Local Calls	18.5c untimed
National Calls	12c per minute with a 15c flagfall
Mobile Calls	33c per minute with a 15c flagfall
13/1300	44c untimed
13/12	As per Telstra rates
International Calls	From 6c per minute with a 15c flagfall, please refer to www.acecommunications.com.au/business/business-phone-pstn/ for a full list of our International rates

All timed calls are billed in one minute increments.

Connection Fee

There is no fee to transfer an existing landline to Ace Communications.

To connect a new landline to Ace Communications the cost of connection will depend on the work required.

Line Connection with no technician visit required	\$59
Line Connection with a technician visit required	\$125
New Telephone Connection with a technician visit and additional cabling work required	\$299

Separate charges may apply for complex connections. For new phone lines the connection fee does not include any internal cabling of your phone line/s. Customers are required to source their own contractor for internal cabling of their phone line/s.

Early Termination Fee

There is no Early Termination Fee.

Silent Line

If you do not want your business details published in the White Pages or any other Telstra directory product you can request a Silent Line. The cost per month for a Silent Line is \$3.50.

Other Information

Timeframe for connecting your Ace Business Landline

If there has been a phone line connected to your business previously we may be able to reconnect it without the need for a technician to visit. If this is possible we will aim to connect the service within 2-3 business days. If a technician is required to visit your premises to connect your phone line we will aim to connect your service within 5 to 15 working days depending on your location.

Priority Assistance

Priority Assistance is a service designed to help persons with diagnosed life-threatening medical conditions who depend on a reliable home telephone service to be able to call for assistance when needed. Priority Assistance customers are entitled to faster connection and fault repair of their telephone service and a greater level of reliability.

Our wholesale PSTN/Landline supplier is not a participant in the Priority Assistance scheme and as a consequence we are unable to offer this service. If you do require this service due to a diagnosed life-threatening medical condition, please seek an alternative supplier for your PSTN/Landline service.

Billing

Your bill will be issued in the first week of each calendar month. Customers paying by direct debit from a credit card or from a bank account will be debited on the 10th of each month (or the next business day). Customers paying by invoice have 14 days to pay from the date of invoice.

Call Usage Information

You can track your call usage through My Ace Account by going to www.acecommunications.com.au and clicking on Customer Login followed by My Ace Account. You will need your My Ace Account login details which will be emailed to you at the time of connection.

Contacting our Support Team

You may contact our support team either by phone on 1300 223 266 or by sending an email to support@acecommunications.com.au. Please note emails must be sent from the email address you provided us at the time of applying in order for us to identify you. Our support hours are 9am to 8pm Monday to Friday and 10am to 3pm Saturday (all times AEST).

Complaint Handling

If you would like to make a complaint about your service please contact our customer support team using the details listed above. You may review our Complaint Handling Process online at www.acecommunications.com.au/legal-and-policy-documents/.

TIO (Telecommunications Industry Ombudsman)

If you are not satisfied with the resolution of your complaint you may contact the TIO by phone on 1800 062 058 or for other contact details please visit www.tio.com.au/about-us/contact-us.