

Critical Information Summary – FUZEtalk Ultimate

Information about the Service

Product Overview

FUZEtalk Ultimate offers competitive rates including untimed local and national calls and low international rates.

Requirements & Availability

You will require an active phone line to connect you to FUZEtalk Ultimate. Availability of this service is subject to your location. The best way to determine what service is best for you is to complete our Service Qualification available on www.fuzenet.com.au.

Minimum Term

FUZEtalk Ultimate plans are available on NO contract.

Information about Pricing

Monthly Charges

Call type	Rates	Plan cost
Local	UNLIMITED	\$19.95 Per month
National	UNLIMITED	
Australian Mobile	18c per min 0c Flagfall	
13/1300	25c per call	
0c International	NONE	
UNLIMITED International Calls	UNLIMITED calls to: China (including mobile) Hong Kong (including mobile) Malaysia (including mobile) Singapore (including mobile) Taiwan (including mobile) Canada (including mobile) USA (including mobile)	
Other International	From 1c per minute From 19c Flagfall	

Setup Fees

The setup fees vary based on your location and the service available at that location

- \$0 for existing On-Net Broadband internet customers
- \$99 for all other customers includes network and phone connection

Number Porting

Your existing phone number may be ported to FuzeNet by completing and returning the Porting Authority form located at <http://www.fuzenet.com.au>.

Number porting costs only \$15 per number and 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 FuzeNet 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.

Other Information

Customer Service Contact Details

Our Customer Service representatives can be contacted for any questions you may have. Call 1300 881 917, 7 days a week, between 8am - 9pm AEST. You can also contact us via email service@fuzenet.com.au OR by filling in the contact form on www.fuzenet.com.au/contact-us.

Dispute Resolution Process

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 service@fuzenet.com.au or phone 1300 881 917 and speak to our Customer Service Manager.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for an independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website www.tio.com.au.

Further product information can be viewed at www.fuzenet.com.au.

Information is correct as of 1/03/2015 and is subject to change with 30 days written notice. All prices include GST.