



Critical Information Summary:

Landlines

Loadednet Pty Ltd

ABN: 31 114 561 876

www.loadednet.com.au

Information about the service:

- Your Loadednet Landline service is a fixed landline phone service
- This product is not required to be bundled with any other Loadednet product
- Phone call charges are at the rates shown below or available at www.loadednet.com.au

The **minimum term**: is not applicable - we have no minimum term

The offer includes:

- Residential grade fixed phoneline

The offer excludes:

- Telephone handset and telephone call costs
- New telephone line connection fees ranging from \$69.00 to \$329.00. (There is no charge to transfer an existing phone service)

Important conditions of the offer:

- Relevant connection fee (if applicable) will be on your first invoice
- All access fees are billed one month in advance - your first invoice will be pro-rated to include service commencement date and service up to one month in advance of the current month of billing
- All invoices will be emailed unless you request them to be sent by mail
- 30 days written notice (email, fax or letter) is required from you for disconnection
- A \$15.00 (incl GST) late payment fee may apply if an invoice is not paid by the due date
- A 1.5% (incl GST) credit card surcharge applies for all credit card payments
- Call out fees may apply for customer faults where the fault is deemed to be customers own

Information about pricing:

Monthly price: \$31.95 for Basic Landline, \$39.95 for Business Landline

Standard Charges:

Local Calls – \$0.18 per call

National Calls – \$0.09 per min no flagfall

International Calls: See www.loadednet.com.au for details

Mobile Calls – \$0.32 per min no flagfall (eg 0.64 for 2min standard national mobile call)

13/1300 Calls - \$0.42 per call

The maximum monthly charge is:

Monthly plan fee plus \$15.00 late fee (if applicable) plus 1.5% credit card surcharge (if applicable) plus applicable call charges

There is no maximum early termination charge

The total (minimum) cost over the minimum plan term is:

No minimum plan term, but total minimum cost would be relevant connection fee (if applicable) and 30 days access fees (if no written notice of cancellation provided)

Other information:

Contact details:

Our website is www.loadednet.com.au

For Sales, Support, or Accounts please visit [our website](#) or call 1300 851 154

Our service commitment:

- We will provide 30 days written notice for any pricing changes or if we cancel a service
- While we always endeavour to do our best to solve every fault, be aware that we do rely on third party service providers (eg/ Telstra, Optus)
- If you are dissatisfied with the service you have received and wish to lodge a complaint please email accounts@loadednet.com.au or call us on 1300 851 154

Our Acceptable Use Policy, Complaint Handling Process, Financial Hardship Policy and other important documents are available on [our website](#)

The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. Contact www.tio.com.au

Phone: 1800 062 058 (Monday to Friday 9am to 5:30pm)

Fax: 1800 630 614

Postal: PO Box 276, Collins Street West, VIC 8007