

CRITICAL INFORMATION SUMMARY

SIMPLE TELEPHONE & SIMPLE TELEPHONE BUDGET



The RetireAustralia network

INFORMATION ABOUT THE SERVICE

	Simple Telephone	Simple Telephone Budget
Monthly Price Simple Supplied On-Net	\$69/month	\$35/month
Set Up Price – 12 mth contract	\$169	\$169
Minimum Cost – 12 mth contract	\$997	\$589
Monthly Price National Broadband Network (NBN) Supplied Off-Net	\$79/month	Not available on the National Broadband Network (NBN)
Set Up Price – 12 mth contract	\$169	
Minimum Cost – 12 mth contract	\$1117	
Local calls	Included	13.2c each
National calls	Included	11.6c per minute, capped at \$1.65
Calls to Australian mobiles	Included	19.8c per minute, capped at \$1.65
International calls included	Top 5 countries	No

Our service offers a combination of a Home Phone line with included calls. Details are set out in the above table.

Where are these plan available?

- Simple Telephone services are available at a growing number of Retire Australia communities across Australia. Visit our website at www.rasimple.com.au/services/check-availability/ for an up to date list.
- You can check if your address is serviceable On the Simple network or Off over the NBN from our website at www.rasimple.com.au/services/check-availability/

What is the minimum contract period?

Minimum Contract Period	12 months
Cancel Fee	If you cancel early, you pay a cancel fee equal to the total monthly recurring charges for the remaining term of the Minimum Contract Period. If you are leaving the Village, you can cancel and no cancel fee applies. If your estate cancels, it can do so and no cancel fees apply.

What is Simple Telephone with included calls to these destinations?

- You will not be charged extra for line rental.
- You will not be charged extras for any “included” calls in the table above.
- Local calls included means unlimited calls within your local call area.

- National calls included means unlimited calls to any standard landline in Australia.
- Calls to Australian mobiles included means unlimited calls to any standard mobile phone in Australia.
- Calls to our “Top 5” international destinations means unlimited calls to any landline in Canada, France, New Zealand, UK and USA.
- You can bring your old telephone number*, no problem, or we give you a new one.
- You can use your old handset, no problem, or we can help you select one to buy.
- You can add special features for free, like Call Waiting and Speed Dialling. Just refer to our User Guide.

* Multiple Number Service Feature fee applies at communities with a telephone numbering plan. Check with your community manager if a range of numbers are pre-allocated across your community.

What is Simple Telephone Budget?

- You will not be charged extra for line rental.
- Local calls mean calls within your local call area.
- National calls mean calls to any standard landline in Australia.
- Calls to Australian mobiles mean calls to any standard mobile phone in Australia.
- Calls to any international destination you will be charged.
- You can bring your old telephone number*, no problem, or we give you a new one.
- You can use your old handset, no problem, or we can help you select one to buy.
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Inclusions

- Connecting your residence to the network is included.
- A Home Gateway is included, and we set it up.
- Calls to Simple Customer Care 1300 130 185 are included in both plans.
- Calls to the eevi response centre from your Medical Alarm are included in both plans.

INFORMATION ABOUT THE PRICE

What are the Charges?

- Your monthly charges, set up charges and minimum cost over 12 months for each Service are set out in the table plan above.
- If you are in a new development that is serviced by the National Broadband Network (“NBN”), NBNCo may charge \$300 ex GST to connect your premises to the NBN. If so, we will charge that to you.
- If you are in an area serviced by the National Broadband Network (“NBN”) using Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) technology a \$300 ex GST Subsequent Installation Charge plus labour and materials may apply if;
 - a new copper pair needs to be installed by NBNCo; or
 - a jumper cable needs to be installed by NBNCo and: the premises does not have an existing voiceband/non-voiceband service; or the premises does have an existing voiceband/non-voiceband service but you choose not to transition it.
- If you require a complex installation beyond our standard installation, or additional cabling or phone/data outlets, we may charge you for that work.

What is NOT included in the Monthly Charge

- Calls which are not “included” in the table above are charged at our normal call charge rates. These are set out in our call charges plan titled “Home Phone Service Packs and Service Charges” on the website at www.rasimple.com.au/terms-and-conditions/
- If not “included”, local calls to standard Australian landlines are charged at \$0.132 each, no connection fee.
- If not “included”, STD/national calls to standard Australian landlines are charged at \$0.116 per minute, \$0.116 minimum call charge, capped at \$1.65, no connection fee.
- If not “included”, calls to standard Australian mobile numbers are charged at \$0.198 per minute, \$0.198 minimum call charge, capped at \$1.65 no connection fee.
- Calls to international mobile destinations are not included where international calls are included.
- Calls to non-standard numbers e.g. 11, 12, 13, 1300, 18, 1800 and 1900 numbers are not included. Calls to 13, 130 and 1300 numbers are charged at \$0.35 per call.

To help understand, here are some standard things that cost money with other carriers

What does it cost to make a 2 minute call to a standard Australian mobile number?	\$0, if you are on Simple Telephone. \$0.396, if you on Simple Telephone Budget
What does it cost to make a 2 minute call to the UK?	\$0, if you are on Simple Telephone. \$0.02, if you on Simple Telephone Budget

OTHER INFORMATION

How do I contact customer support?

Email us at support@rasimple.com.au Or call technical support on 1300 130 185

How do I monitor usage?

You can monitor your calls by logging into Your Account online at www.myaccount.rasimple.com.au

How do I make a complaint?

If you are not happy with us, give us a call first, we would love to resolve it if we can. But if you wish to make a formal complaint please contact Customer Relations, a specialist complaint resolution team, by emailing complaints@rasimple.com.au. If you are still not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or by email at tio@tio.com.au.

THIS IS A SUMMARY, SEE THE FULL TERMS AND CONDITIONS AT www.rasimple.com.au.