



ABN 53 605 822 062

# CRITICAL INFORMATION SUMMARY

## Mint Smart Phone Starter

### INFORMATION ABOUT THE SERVICE

#### Service Description

The Mint Smart Phone plan provides your business with an Office Phone service delivered via your internet connection, sometimes referred to as internet or IP telephony.  
This plan is subject to our Fair Use Policy and is not intended for commercial use.

#### Installation Requirements

An internet service with a minimum of 100/100 Kbps per concurrent call is required for a Mint Smart Phone service. You can utilise an existing internet connection or request a new one from Mint. Applicable internet rates apply.  
You are required to install the handset(s) supplied as a part of your Mint Smart Phone service, including any associated cabling, configuration of your network and any routers and/or switches within your network to allow Mint Smart Phone to work.

#### Hardware and Minimum Contract Term

Hardware is purchased separately and is not included in your monthly service fees.  
Available on a minimum 6 month contract only.  
You can cancel at any time by calling us on 1300586468. We won't refund any money you have already paid and if within contract you will incur an Early Termination Fee which will be required to be paid in full.

#### Key Details

Your Mint Smart Phone Starter monthly access fee includes Line Rental, Local and Mint to Mint calls. Other call types not listed, optional Value Added Services and any equipment or other services required, are charged in addition to your Monthly Access Fee.

A Mint Smart Phone may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure unless provided over the voice port (UNI-V) of the NBN connection box with an operational third party supplied battery back-up unit. It is your responsibility to maintain the battery and ensure that it is working correctly. Priority Assistance is not available on this service.

You must inform us if the service is intended to be used in conjunction with a disability or medical service, back to base alarm or is intended to carry data services such as Fax, EFTPOS or HiCaps. These services may not be supported or may require an alternative service or additional equipment.

Calls to some International destinations are blocked by default due to high risk of fraud. You may arrange with Mint to unblock these destinations upon accepting full responsibility for payment for any calls from your service to these destinations.

### INFORMATION ABOUT PRICING

Mint Smart Phone Starter	PSTN
Minimum Monthly Access Fee Per Service	\$29.95
Minimum Total Cost Per Service (6 months)	\$179.70

#### Early Termination Charge

If you cancel your service within the Contract Term, Early Termination Fees (ETF) will apply. ETF is calculated as \$99 per service.



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### Call Rates

The table below shows the standard call rates for the Mint Smart Phone Starter Plan. Timed calls are billed in per minute increments.

Standard Call Type	Call Rates
Mint to Mint	Included
Local calls	Included
National calls	\$0.20 per min
Calls to Australian Mobiles	\$0.36 per min
Calls to 13/1300 Numbers	\$0.44 per call
Flagfall (timed calls only)	\$0.45 per call

For details of charges of usage types not listed, please call Customer Care on 1300 58 MINT (1300 58 6468).

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## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.minttelecom.com.au/information.html](http://www.minttelecom.com.au/information.html) for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

### Usage Information

For information about your current usage levels please contact Customer Care on 1300 58 MINT (1300 58 6468).

### EMAIL BILLING

Mint is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Care.

### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Care.

### CONTACT US

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Care team on 1300 58 MINT (1300 58 6468) 9am - 5pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.minttelecom.com.au/information.html](http://www.minttelecom.com.au/information.html) and review our Complaint Handling Policy.

If you are still not satisfied with the steps taken by Mint to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Mint and is an option of last resort. You can contact the TIO by calling 1800 062 058 or visiting [www.tio.com.au](http://www.tio.com.au).