

CRITICAL INFORMATION SUMMARY

Mint Inbound Plan

INFORMATION ABOUT THE SERVICE

Service Description

The Mint Inbound Plan is for 13, 1300 and 1800 services and enables you to offer customers the convenience of low-cost untimed calls to your business from most fixed phones within Australia. The same number is used nationwide, regardless of the caller’s location, and you specify where the call is answered.

This plan is not dependent on a bundling arrangement, however you may choose to bundle this plan with another Mint service.

Minimum Contract Term

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 Inbound Plan includes Standard Line Rental and the First 15 Minutes FREE* on Local Calls, along with Australia wide state based, time of day and overflow call routing.

The table below specifies other call types that are included specific to your Mint Inbound Plan. Call types not listed, optional Value Added Services and any equipment required to operate your service, are charged in addition to your Monthly Access Fee.

INFORMATION ABOUT PRICING

Mint Inbound	PSTN
Minimum Monthly Access Fee Per Service	\$25.00
Minimum Total Cost Per Service (6 months)	\$150.00

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.

Call Rates

The table below shows the standard call rates for the Mint Inbound Plan for calls terminating to a landline answering point. Timed calls are billed in per minute increments.

Standard Call Type	Call Rates
Local calls 13/1300	First 15 mins free. \$0.08 per min thereafter
Local calls 1800	\$0.08 per min
National calls	\$0.10 per min
Calls from Mobiles	\$0.16 per min
Calls terminating on a Mobile	38.5c per min
Adds Moves and Changes	\$40

*First 15 minutes free for local calls are included on 13/1300 services. Not applicable to 1800 services. For details of charges of usage types not listed, please call Customer Care on 1300 58 MINT (1300 58 6468).



ABN 53 605 822 062

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 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.

CONNECTION CHARGES & CONNECTION TIMEFRAMES

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit www.minttelecom.com.au/information.html for our Phone Connection Charges and Timeframes.

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 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.