

CRITICAL INFORMATION SUMMARY

Mint Middle PSTN Plan

INFORMATION ABOUT THE SERVICE

Service Description

The Mint PSTN Plans are for standard phone lines and are suitable for both residential and business consumers.

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

Maximum number of services

You can choose a combination of 10 PSTN plans to achieve the optimum solution for your home or business.

Minimum Contract Term

Available on a minimum 6 month contract only.

Key Details

Your Mint Middle Plan includes Standard Line Rental, Local Calls and National calls.

The table below specifies other call types that are included specific to your Mint PSTN 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 Middle	PSTN
Minimum Monthly Access Fee Per Service	\$50.95
Minimum Total Cost Per Service (6 months)	\$305.70

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.

Call Rates

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

Standard Call Type	Call Rates
Local calls	Included
National calls	Included
Calls to Australian Mobiles	\$0.99 per call
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).



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.