

Plan	Ultimate Voice
<b>Monthly Charge</b> Casual month to month	\$10/mth
<b>Calls To standard Australian numbers</b>	Local calls - Unlimited National calls – Unlimited Mobile calls – Unlimited
<b>Calls To international numbers</b>	International Rates – Included (call rates start at 1¢ per minute) For details:
<b>Minimum Term</b>	2 Months
<b>Minimum Cost</b>	Minimum cost over 1 month \$10 (not including International calls)
<b>Maximum Cost</b>	Maximum Cost over 2 months \$20 (not including International calls)

## Information about the service

Phone service delivered through your Internet connection.

### How do I install my service?

Technician will connect your home if required at no extra cost or you can simply plug your phone directly into the router.

## Information about pricing

Refer to the Plan Cost table. We may change the price of your plan in the future. If this happens, depending on the impact of the change we will let you know prior to the price change and you may have the ability to change or cancel your plan.

### Other charges

In addition to the monthly charge, you may pay the following charges:

Number Porting Charge      \$15 for porting your current phone number across

### **Cancelling your plan**

There are no Early Termination Charges for this plan. You can cancel at any time, but you will need to pay any charges you owe up to the point of cancellation.

### **Bill payment charges**

- Email bills – **Free**
- Declined Direct Debits, charges as per individual Financial Institutions charges. This may vary depending on the Financial Institution that you use.

To set up Direct Debit or for details on other bill payment options, visit <https://splynx.yless4u.com.au/portal/login> or call our Account on (02) 6100 2207

## **Other Information**

### **Access technology**

We may change the technology that we use to provide your service from time to time. You must provide all reasonable assistance to implement the change. We will let you know before we make this kind of change, unless the change will benefit you or have a neutral impact on you and we do not require your assistance to implement the change.

### **How can I check and manage my usage?**

Login to your Customer Portal at <https://splynx.yless4u.com.au/portal/login>.

### **Understanding your bill**

Your bill is issued on the same date each month. You are billed in advance for the minimum monthly charge. When you start or change your plan part way through a billing period, your first bill will have additional charges. Your charges will be broken down for you, and it will provide you with your ongoing monthly charges after your first bill.

### **Need help? We are here for you.**

Visit <https://www.yless4u.com.au/policies/> for our support options. Call (02) 6230 3699, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format.

### **Complaints**

If there's something you're not happy with and you wish to make a complaint, visit <https://www.yless4u.com.au/policies/>. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at <https://www.yless4u.com.au/wp-content/uploads/2010/01/2019agreement.pdf>