

# Strata Phone Complete Single SIM - 1 Line

## Critical Information Summary

Total Monthly Charge	\$42
Service Description	1 standard telephone line delivered over the Telstra mobile phone network suitable for elevator emergency phones
Inclusions	<ul style="list-style-type: none"><li>• unlimited calls per month</li><li>• equipment maintenance and upgrades when required</li><li>• 7 days enhanced support (including site visits)</li><li>• complimentary professional installation</li></ul>
Setup Fee	\$1,599
Early Termination Fee	\$150
Minimum Term	12 months

### Availability Areas

This service is available in the metropolitan area of Perth, Western Australia.

### Plan Changes

We may make changes to the prices and features of your plan once your initial contract term has expired, but we will notify you at least 30 days before the changes take effect, giving you the opportunity to cancel your service or change to a different plan.

### Personal Account Manager

You will have access to your own personal account manager during normal business hours (between 8:00am and 5:00pm, Monday to Friday, excluding public holidays) for any billing or service enquiries and assistance.

### Professional Installation

This plan includes professional installation. A technician will visit your premises and install and test your hardware as required.

### Service Assurance

This plan includes enhanced support for serviceability issues. A technician will visit your premises if required during normal business hours (between 8:00am and 5:00pm, Monday to Sunday).

### Service Level Agreement

A standard service level agreement applies for this plan. If a fault develops

within our network, we will aim to rectify it by 5:00pm the next business day after lodged.

### Equipment Required

You must purchase the Wireless Gateway from us. The single sim, 1 line kit is \$1,599, including installation.

We will need to install the gateway in your building at a location that has proximity to the buildings copper telephone cabling, adequate mobile signal strength on the Telstra network and a general-purpose power outlet. We will provide assistance on locating a suitable location within your building.

### Early Termination Charge

If you cancel your service prior to the end of your contract term you will incur an early termination charge of \$150.

### Billing

On the same day each month, you will be billed in advance for the next calendar month plan access fee, and any usage outside your included package incurred during the previous calendar month. Bills will be sent via email. We do not issue paper bills.

### Late Payment Policy

If your account becomes overdue, we reserve the right to suspend your services and may charge you a late payment fee of \$15 on your next bill. If you cannot pay your bill on time, please contact us as soon as possible.

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### Data Usage Information

To obtain up-to-date service usage information please visit:

[thebroadbandbrokers.com.au/usage-information/](https://thebroadbandbrokers.com.au/usage-information/)

### Customer Service

For our customer service contact details please visit:

[thebroadbandbrokers.com.au/contact-us/](https://thebroadbandbrokers.com.au/contact-us/)

### Dispute Resolution

If you are unhappy with your service and can't come to a resolution with your account manager, please visit:

[thebroadbandbrokers.com.au/dispute-resolution/](https://thebroadbandbrokers.com.au/dispute-resolution/)

### Telecommunications Industry Ombudsman

If you are still unhappy with the outcome of your dispute with us, you can contact the Telecommunications Ombudsman (TIO) for assistance. Their phone number is 1800 062 058. Visit [tio.com.au/contact-us](https://tio.com.au/contact-us) for further information on how to contact the TIO.