

C2AINTERNET.COM.AU PTY LTD

T/AS c2a.com.au

**Critical Information Summary**

***Broadband plans explained***

**Information About The Service**

*The service:*

c2a VoIP enables users to make cheap calls over the internet, this can be used over any existing broadband connection

*Bundling:*

There is no bundling required with this plan

*Initial installation/connection Charges:*

There are no installation or connection charges.

*Mandatory components:*

An ATA (Analogue Telephone Adapter) or VoIP phone is required to use the service, the customer may BYO or c2a can sell the the required hardware.

*Minimum term:*

There is no minimum term.

*Important conditions:*

**N/A**

**Information About Pricing**

*Maximum monthly charge and per call usage charges:*

Plan	1 Month	Per Call Costs Local/National/Mobile International
VoIP Basic	\$11.95 per month	
		Local 12 Cents per call untimed
		National 12 Cents Per call untimed
		Mobile 20 Cents Per minute
		International from 1.3 cents per min refer Website

**Other Information:**

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 820 320 or by sending an email to [info@c2a.com.au](mailto:info@c2a.com.au) if you have any questions, would like to give feedback or complain.

*Telecommunications Industry Ombudsman*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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Summary valid as of June 2014.