



## JAZMIN COMMUNICATION CLIENT CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

JAZMIN Communications warrants to provide a high quality Voice Over the Internet telecommunication Service. The client is required to purchase a stable internet service with a capability of ADSL 2 or greater (e.g. broadband) from an INDEPENDENT Internet Service Provider (e.g. Internode, IInet).

JAZMIN Communications cannot in any way be held liable or responsible for failure in the provision of a stable internet service. Unstable delivery of Internet Service may adversely affect the function of the JAZMIN VOIP Service.

In the unlikely event of failure of Internet Service Provision, incoming calls will be diverted to: (A) the remaining copper wire landline (if present) or (B) a designated mobile phone number.

JAZMIN Communications monitors the JAZMIN Voip Service every sixty seconds. This ensures optimum call quality.

### INFORMATION ABOUT PRICING

JAZMIN Communication generates a bill based on per second usage. No gimmicks, no prepaids just complete transparency.

#### CHARGES:

- (A) 13 cents for an untimed landline call or to another VOIP Service (Other than JAZMIN clients)
- (B) 22 cents per minute based on per second of usage for a standard national mobile call (e.g. a 2 minute standard national mobile call cost = 44 cents).
- (C) Calls between JAZMIN clients on the JAZMIN VOIP service are free.

ADDITIONAL Direct In Dial (D.I.D) numbers are available and configured to a specific handset. D.I.D numbers are \$6 per month in metropolitan areas and \$8 per month in country areas.

- (1) SIMPLE INSTALLATION and configuration with copper wire phone line as back up is \$200 plus cabling costs.
- (2) ADVANCED INSTALLATION and configuration with porting of the phone number to the internet is \$200 + \$75 for the porting fee plus cabling costs.

### BILLING PROCEDURE

JAZMIN Communications generates a Tax Invoice/Statement once per month. e.g. based on **CALL COSTS** and **D.I.D**. This is sent via email to the client. Ten business days after the email is sent, the account is paid via direct debit or credit card and a receipt is sent via email to the client.



## OTHER INFORMATION

For information regarding service difficulties please contact our Technical support staff at JAZMIN. For information regarding billing or usage history contact Accounts at JAZMIN via email or phone call our support staff.

For information regarding Internal Dispute Resolution send an email to Technical Support or Accounts at JAZMIN or phone 1300 JAZMIN (1300 529 646)

HOURS OF SUPPORT 8.30AM – 6.30PM Central Standard time

After completion of relevant JAZMIN SALES DOCUMENTATION regarding direct debit or credit card details for account management; a comprehensive CRITICAL INFORMATION SUMMARY will be presented to the client.

## DISCONNECTION OF SERVICE

THE JAZMIN POLICY IS TO DISCONNECT THE SERVICES IN THE EVENT THAT THE ACCOUNT IS IN ARREARS BY ONE MONTH. This will automatically occur in the absence of appropriate communication with the accounts support staff at JAZMIN Communications regarding financial hardship. Call Accounts JAZMIN or phone 1300 JAZMIN (1300 529 646).

Website: [www.jazmin.com.au](http://www.jazmin.com.au)

## TELECOMMUNICATIONS OMBUDSMAN

The contact details for the Telecommunications Ombudsman are

TIO Contact information  
Telephone: 1800 062 058  
Fax: 1800 630 614  
TTY: 1800 675 692  
Translator & Interpreter Service: 131 450  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Postal address  
Telecommunications Industry Ombudsman  
PO Box 276  
Collins Street West VIC 8007