

Clear Unlimited Plan

General Information and Charges

Last revised September 2009

The Clear Unlimited Plan provides unlimited local, national, fixed to mobile and international calls for up to 15 minutes, for a fixed monthly plan fee (Acceptable Use Policy applies). Unlimited Plan is available on the Clear One and Clear Digital network products. Clear Unlimited is offered to approved clients with between 2-20 lines with an eligible call spend of over \$220 (including GST).

1) Clear Telecoms Unlimited Plan

- a) Provides unlimited local, national, international and fixed line calls to mobiles up to 15 minutes each at no additional cost (**Eligible Calls**).
- b) Excludes calls to 13 numbers, Directory Services, Voicemail and Premium Services, Service & Equipment Charges, Line Access Fees, Calling Line Display and any other network or service fees. Data Calls, Broadband, Clear Mobile, Residential and Inbound Services (13,1300 & 1800) are also not included.
- c) Please be advised that premium services might attract other carrier costs.
- d) Payment is by Direct Debit only. If the Direct Debit facility is cancelled, all calls will be charged at the nominated rates and a monthly Administration Fee equal to 5% of the total Plan Fees will be charged.

2) Unlimited Plan Fee

- a) The Unlimited Plan Fee is determined at the time You enter Your Agreement. The Unlimited Plan Fee is calculated by;
 - i) the number and type of phone lines in your business that would be billed under the Unlimited Plan;
 - ii) the current average number of Eligible Calls Your business makes in a standard month;
 - iii) the types of calls being made.
- b) M2 Clear will assess your call patterns from Your Current Supplier's invoice as soon as the Account Application is received. M2 Clear will also confirm with You the Eligible Usage that will be used as the basis for the Acceptable Use Policy.
- c) If you increase the number of business lines during the term of the Agreement, M2 Clear will increase the Unlimited Call Plan Fee in direct proportion. For example; a customer with 4 existing business lines has a \$330 (incl GST) Unlimited Plan Fee. By adding one additional telephone line, the Plan Fee will increase by \$82.50 (incl GST) per month (\$330 divided by 4 = \$82.5). The Clear Unlimited Plan Credits do not increase.
- d) If you decrease the number of business lines during the term of the Agreement, Your Unlimited Plan Fee will remain unchanged.
- e) If your Eligible Usage exceeds the guidelines of the Acceptable Use Policy, M2 Clear will increase the Unlimited Plan Fee. The Clear Rate Plan Credits do not increase.

3) Unlimited Plan Credit

M2 Clear may give You an amount to Your account to offset against charges for Eligible Services up to a maximum values which is determined at the time You enter Your

Agreement (**Credits**). The Unlimited Plan Credit is offset against the Unlimited Plan Fee and is subject to the Terms & Conditions in the Acceptable Use Policy. Credits are subject to acceptance and confirmation by M2 Clear and You acknowledge and accept that not all charges incurred by You under the Agreement are capable of being redeemed as Credits.

4) Acceptable Use Policy

This Plan is subject to the Acceptable Use Policy.

5) Call Charges

- a) All charges are including GST.
- b) **Eligible Calls** - Eligible Calls longer than 15 minutes will be charged from the beginning of the 15th minute at the rates in the table below.

| | |
|--|----------------------------------|
| Local calls** | 7.7 cents (incl GST) |
| Fixed to mobile calls | 7.7 cents/ 20 seconds (incl GST) |
| National calls | 7.7 cents/min (incl GST) |
| NO FLAGFALLS, CONNECTION FEES OR MINIMUM CHARGES ON ANY CALL | |

- c) **International Calls** – Please refer to the International Call Rates table.
- d) **Data Calls** - **Local call rate is for voice calls only. Data Calls are not included in the Unlimited Eligible Usage.
- e) **Call to 13, Directory Charges & Information Calls, other calls etc** – Please refer to the complete list of Other Calls Charges.

6) Billing Increments

- a) The calls charges are calculated at 30 second increments after the first 15 minutes.

7) Other Charges

a) Monthly Line Rental Charges

- i) Clear One and PSTN Lines are charged at \$43.95 (incl GST) per month per service.
- ii) Digital Services will be charged at \$43.95 (incl GST) per channel.
- iii) Indial Service up to 100 numbers on Digital Service is \$38.50 (incl GST) per month.
- iv) Line Access Charge is a standard charge with this plan and applies to all lines at \$4.35 (incl GST) per month per service or channel.

- v) Calling Line Identification charge is a standard charge with this plan and applies to all lines at \$4.35 (incl GST) per month per service or channel.
- vi) Line Hunt charge is a standard charge with this plan and applies to all lines at \$4.35 (incl GST) per month per service or channel.
- vii) Please refer to the complete list of Line Rental Connection Fees and Monthly Rental Charges.

b) Cancellation Fees

If you wish to terminate Your Agreement within the initial 24 month term we will charge You for the minimum line rental charges for the months remaining and any other Applicable Early Termination Payments.

8) When does the Unlimited Plan commence?

Unlimited Calls and Plan Fees will apply from notification of commencement from Your Authorised Telecoms Dealer. Calls made prior to notification will be at the rates listed. Any calls made prior to settlement, will be charged at our Unlimited rates (refer to point 5).