



Critical Information Summary

PrisonConnect Virtual Landline Service

Information about the service

The connect virtual landline service is a pre-paid service that allows subscribers to forward calls to an Australian mobile phone number. The service cannot be used to place outbound calls.

Information about pricing

Service Name:	PrisonConnect
Minimum Monthly Cost:	\$10 AUD inc GST,
Minimum Term:	None
Termination Charge:	None
Included Call Minutes:	None
Call Charges:	\$0.10 AUD inc GST per minute
Number Rental Charges	\$2.50 AUD inc GST per week
Maximum Monthly Charge:	Determined by duration of calls received
Unit Pricing:	10 cents per minute, billed per minute
Service Requirements:	Destination mobile phone in Australia

Other Information

Billing

Telephoneer accepts payment via credit or debit card only. You must register a valid card with your account. You must maintain a positive pre-paid account balance. Accounts with a zero or negative balance for more than 14 days may be closed and the landline number released. If we do, we will contact you via email and SMS before closing your account.

Usage Monitoring and Alerts

You can view your usage and current account balance at any time from our web portal at <https://app.telephoneer.com.au>. You will receive SMS alerts when your pre-paid account balance is less than \$10 and when your account balance reaches \$0. You will not receive calls if your balance is \$0 or less.

Contact Customer Service

To get support email, hello@telephoneer.com.au or call us on 03 8899 6675.

Other charges you should be aware of

Destination Mobile Number Change Fee: \$10 AUD inc GST

Telecommunications Industry Ombudsman

If, after contacting us about a problem, you are unsatisfied with our resolution of the issue, you may wish to contact the Telecommunications Industry Ombudsman on 1800 062 058 or online at <https://www.tio.com.au>.