

# Critical Information Summary

## PhoneThru Virtual Landline Service

### Information about the service

The PhoneThru 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:	PhoneThru Virtual Landline
Number Setup Fee:	\$9 AUD inc GST including 30 call minutes
Minimum Monthly Cost:	\$25 AUD inc GST for 290 call minutes,
Minimum Term:	None
Termination Charge:	None
Number Rental Charges	None
Maximum Monthly Charge:	Determined by recharges purchased
Unit Pricing:	Determined by recharge size, billed per minute
Recharge Pricing	\$25 for 290 call minutes (8.6c per minute) \$49 for 650 call minutes (7.5c per minute) \$79 for 1150 call minutes (6.9c per minute) \$125 for 2200 call minutes (5.7c per minute)
Call Minutes Expiry	28 days with automatic rollover on recharge
Service Requirements:	Destination mobile phone in Australia

### Other Information

#### Call Minute and Number Expiry

Unused call minutes expire after 28 days unless you recharge. Expired landline numbers will be removed from your account. A landline number is expired if it has zero call minutes for 14 days. We will notify you by SMS before your minutes expire and before we remove a landline number from your account.

## Billing

PhoneThru accepts payment via credit or debit card only.

## Usage Monitoring and Alerts

You can view your call log and available call minutes at any time from our web portal at <https://phonethru.com>. You will receive SMS alerts when your call minute balance is less than 20 minutes and when your call minutes reach 0. You will not receive calls if your call minutes balance is 0.

## Contact Customer Service

To get support email, [hello@phonethru.com](mailto:hello@phonethru.com) or call us on 03 9999 7555.

## Other charges you should be aware of

Landline number account transfer	\$3 AUD inc GST
Disputed card charge fee	\$25 AUD inc GST per disputed charge

## 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>.