

## CRITICAL INFORMATION SUMMARY

### BUZZ INTERNATIONAL

**Information about the Service** International calls are available with any Concierge PBX plan. You can choose to make calls to international destinations at any time from your service.

**Minimum Term** The minimum term is 1 month. There are no long-term contracts.

**Minimum Monthly Cost (ex GST)** There are no monthly fees to access international calls. Charges are based on consumption.

**Outbound International Rates** We provide competitive pricing to international destinations. Call rates are updated on a monthly basis depending on rates supplied from our suppliers. Please visit [www.theglue.com.au/buzzinternationalrates](http://www.theglue.com.au/buzzinternationalrates) for the latest pricing.

#### Fair Use Policy

All Concierge Networks plans are subject to the Fair Use Policy (FUP) found in the terms and conditions listed at [www.theglue.com.au/buzzterms](http://www.theglue.com.au/buzzterms)

#### Usage

You can monitor your usage at <https://buzz.theglue.com.au/>. Alternatively, you can also monitor your usage by calling us on 1300 088 777.

#### Support

Our customer service team is available M-F 9am-5pm excluding NSW Public Holidays. Please email [support@theglue.com.au](mailto:support@theglue.com.au) or call 1300 088 777.

#### Complaints

Any complaints can be submitted to our customer service manager. If you have exhausted all avenues with Concierge Networks management and are still not satisfied, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or [www.tio.com.au](http://www.tio.com.au).

This CIS is a summary only. Please contact The Glue for further information or visit our website [www.theglue.com.au/buzzterms](http://www.theglue.com.au/buzzterms) for full Terms and Conditions.

This summary is valid as of June 2021.

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