



SAMSON COMMUNICATIONS PTY LTD ATF SAMSON GROUP TRADING TRUST
Trading As
SAMSON COMMUNICATIONS

ACN No: 126180961
ABN No: 59934653064

INFORMATION ABOUT OUR SERVICES

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WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

We hope the information below will assist you with the use of our services.

1 MANAGING YOUR SPEND

Samson Communications Pty Ltd does not provide services to residential customers. However Business customers can be assigned a log in access to their account portal on request and monitor their call costs. This information is provided via our carrier service provider and will be delayed by approximately fifteen minutes.

Voice and data usage varies by device.

The below examples are based on averages and are estimates only. Voice calls is inclusive of standard national calls only. The actual amount of data used for the described activity can vary and customers are to regularly check and manage your usage. Some devices may not be capable of all types of data usage.

Web pages visited = 400KB per page

Streaming video (minutes) = 5.8MB per min

App/Game/Song downloads = 7 MB per download

Social media posts with photos = 2 MB per post

1MB = 1,024 KB and 1 GB = 1,024 MB

Emails with attachments = 500 KB per email

Streaming music (minutes) = 1 MB per min

GPS Navigation (minutes) = 83 KB per min

Video calling (minutes) = 3.2 MB per min

2 min. Standard national mobile call = up to \$0.22 ex GST

2 YOUR NETWORK

Your service is provided using the various network voice and or data networks. We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

All connections are subject to Service Qualification and for NBN connections please refer to the below website:

<http://www.nbnco.com.au/connect-home-or-business/check-your-address.html>

3 PAYING US

Billing and payment information can be found here:

Terms and Conditions for supply of Hosted PBX solution

[http://www.samsons.com.au/docs/hpbx_terms_and_conditions_samsons_communications.pdf]

Email Billing

Invoices will be emailed monthly with call costs billed in arrears and plan costs billed in advance.

Payment Method

Payment by EFT or EFTPOS by calling 07 4637 7555 – there is no charge to pay by credit card

Financial Hardship

Financial Hardship Policy can be found here: [Financial Hardship Policy](#)

[http://www.samsons.com.au/docs/samson_communications_financial_hardship_policy.pdf]

4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, mobile phone etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

5 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form:

Samson Communications Pty Ltd [AUTHORISED REPRESENTATIVE FORM](#)

[http://www.samsons.com.au/docs/samson_communications_appointment_of_authorised_representative_form.pdf]

6 FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here:

Complaints Handling Policy can be found here: [Complaints Handling Policy](#)

[http://www.samsons.com.au/docs/samson_communications_summary_of_complaint_handling_process.pdf]

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