

FRESH TELECOMS

Frequently Asked Questions

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Q1. How Does the Fresh Telecoms Bundle Package Work?

For no more than you are currently paying for your monthly phone account, you can either install a new phone system or select a combination of office products to upgrade your business.

Fresh Telecoms will become your call provider, billing you each month for your phone calls. By allowing Fresh to become your call provider it will allow you to purchase your bundle package within this expenditure, allowing you to tax effectively upgrade your business without the outlay of capital.

Q2. What will it cost?

For over 90% of our customers it costs the same as what they are currently spending on phone calls with their existing call provider

Q3. By providing calls at such a cheaper rate, how does Fresh Telecoms make money?

We purchase all of our rates as at a wholesale rate, allowing us to offer our customers cheaper call rates.

Q4. Is there a cooling off period?

No, once we have received approval for your finance from our finance partner and your equipment has been ordered and dispatched, you cannot cancel your order.

Q5. How do call credits work?

Fresh Telecoms will allocate you with a monthly call credit amount to offset that will be charged to your phone account. For example, if you have a monthly call credit of \$350 per month and your call spend for that month is \$400; you will receive a bill from Fresh Telecoms for \$50.

However, if your call spend is less than \$350, you will not have to pay any money for that months account.

Q6. If I don't utilize all of my monthly call credit will that be rolled over to the next month?

No, any of your unused call credits will be available for you to utilize at the end of your rental agreement.

Q7. Am I able to upgrade my equipment during my rental agreement period?

Yes, we can assist you with upgrading your equipment and this may require a refinance of your rental agreement.

Q8. Am I able to purchase my equipment at the end of my rental agreement term?

Yes, for \$1.10 inclusive of GST.

Q9. Will I still receive a bill from my existing phone carrier?

From February 01 2007, for all new customers, once your phone lines have been provisioned you will only receive one bill, which will be from Fresh Telecoms. Your phone account will include; line rental, phone calls (local, national, international and calls to mobile); directory assistance and calls to 1300 & 1800 numbers.

However there are occasions when the provisioning process takes long than anticipated. If this does occur Fresh Telecoms will reimburse you during this period.

For existing customers that had their phone lines provisioned on the Fresh billing platform prior to December 2006 we are currently in the process transferring your phone lines with our new service provide so that you to will receive only one phone account. Until this time you will receive an account from your existing carrier for line rental charges, directory assistance and any calls to 1300 and 1800 numbers.

The role out will commence from 01 February and will be completed by 31 May 2007. Any queries regarding our role our schedule should be directed to our provisioning department on 1300 665 501.

Q10. Do I speak with Fresh Telecoms when I need to install a new phone line?

Yes, from 31 May 2007 we will be able to assist al of our customers with the ordering of new phone lines for their business.

Q11. How long will it take for my new phone system to be installed?

We make every endeavour to have your phone system and / or equipment delivered and installed within 10 working days. However, if there are any delays our professional team in equipment & deliveries will certainly keep you up to date on delivery dates.

Q12. When will my first direct debit payment be taken from my nominated bank account?

Your first debit will be taken by our finance partner once you have taken receipt of all of your equipment and you have signed the 'delivery acknowledgement' form that will be sent with your equipment and returned to Fresh Telecoms Head Office.

Q13. What happens if I need to terminate my agreement?

The agreement you will have signed is a rental agreement and should you need to terminate this rental agreement you must pay the balance of the monies outstanding.

Q14. What happens if I am selling my business, can the rental agreement be transferred?

You can transfer the rental agreement over to the individual/s that is purchasing your business or you can pay out the term of the contract.