

Everyday Phone Plan



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Here's a quick summary of all the important bits about your 9jYfmXUm D\cbY plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid landline service. It gives you access to our network, a phone number, and lets you make and receive calls from your landline to other landlines and mobile phones

To receive this plan, you must have your Long Distance calls with us for the duration that we provide you this service

A:B:A I A'H9FA

No fixed term contract applies.

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- i 7U'g'hc'GhUbXUfX'AcV]Y'Y':bW' i XYX
- i 7U'g'hc'%*%'\$T'(W

Additional charges apply for all other call types.

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Your minimum monthly charge is ~++\$\$

Calls are charged in per second increments.

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Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, please visit our website www.qtelecom.com.au.

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A connection fee may apply to connect your home phone service if the service.

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- i BYk'hY'Yd\cbY''bY'WcbYWh]cb'~ '*+*+ k]h\U hYW\b]W]Ub' j]g]h'UbX'WUV]b ['kcf_

EARLY TERMINATION

No early termination fee (ETF) applies.

Other Information

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, but this might not always be possible.

If there has been a previous working home phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect you service within 5 to 15 business days depending upon your location.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for any calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

MONITORING YOUR USAGE

You may view your usage by logging into our member's portal by visiting <http://myaccount.qtelecom.com.au>

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If you have any questions, just call us on 1300 857 863 so we can serve you better. Or you can visit us at www.qtelecom.com.au for any additional information, including to access information about your usage of the service.

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If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.qtelecom.com.au where you will find further details to assist you on resolving your complaint.

If we can't resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>. For full contact information, visit tio.com.au/about-us/contact-us

This document is a summary only.

The full terms and conditions and pricing for this plan can be found on our website at www.qtelecom.com.au.

All prices Inc GST

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