

Home Phone Plan



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **Home Phone** 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

MINIMUM TERM

No fixed term contract applies.

Plan Inclusions

- **Line Rental - \$29.95 per month**
- **Calls to Local - 20c**
- **Calls to National - 17c per minute (\$2.20 cap for 2 hours)**
- **Calls to Mobile - 29c per minute (\$2.20 cap for 20 mins)**
- **Calls to 13/1300 - 44c**
- **Flagfall on timed calls - 44c**

Additional charges apply for all other call types.

Information about pricing.

Your minimum monthly charge is **\$33.00**

Calls are charged in per second increments.

CALLS TO INTERNATIONAL NUMBERS

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.

CONNECTION CHARGES

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

- **Existing telephone line without a technician visit \$72.57**
- **Existing telephone line with a technician visit \$153.75**
- **New telephone line connection \$367.77 with a technician visit and cabling work**

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 your 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>

WE'RE HERE TO HELP

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.

COMPLAINTS/DISPUTES

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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 **www.qtelecom.com.au**

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