



# ExeFone (VoIP) Home Voice Call Service

This summary gives you the important information you need to know about your ExeFone (VoIP) Home Voice Call Service. It covers things like the length of your contract, billing, what's covered and what's not.

## Information About The Service

Exetel's ExeFone (VoIP) Home Voice Call Service delivers various ExeFone call packages when used with our various broadband services.

### Mandatory Component of the Service

The purchase of an Exetel Fixed or Mobile Broadband service is a mandatory prerequisite to the purchase an ExeFone Service. If you cancel your Exetel Fixed or Mobile Broadband service, your ExeFone (VoIP) Home Voice Call Service will be cancelled also. The cost of the Exetel Fixed or Mobile Broadband service is additional to the Monthly ExeFone Plan Charge.

### Minimum Contract Term

Exetel Fixed or Mobile Broadband service as per appropriate plan  
1 Month ExeFone (VoIP) Home Voice Call Service.

### Limitations/Qualifications for the Service

ExeFone (VoIP) Home Voice Call Service is available in all areas where Exetel can provide a Fixed or Mobile Broadband service. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Exetel website to check your service availability or contact our Residential Sales Team on **1300 393 835** and select **Option 1**.

## Information About Pricing

### ExeFone (VoIP) Home Voice Call Service Activation Charge

There is no activation charge for the ExeFone (VoIP) Home Voice Call Service. There may be an activation charge for the mandatory Exetel Fixed or Mobile Broadband service, as per the applicable plan.

### Early Termination Charge (ETC)

There is no ETC for the ExeFone (VoIP) Home Voice Call Service. There may be an ETC for the mandatory Exetel Fixed or Mobile Broadband service, as per the applicable plan.

ExeFone (VoIP) Home Voice Call Service plan name	ExeFone National	ExeFone Mobile	ExeFone Global
<b>Monthly Plan Charge / Total Monthly Minimum Cost</b>	\$9.99	\$19.99	\$29.99
<b>Untimed Local and 13/1300 Calls</b>	Unlimited	Unlimited	Unlimited
<b>Untimed National Calls</b>	Unlimited	Unlimited	Unlimited
<b>Mobile Calls</b>	20c/min	Unlimited	Unlimited
<b>Untimed and Unlimited International calls to Landlines</b>	N/A		UK, NZ, USA & Canada, Germany, France, Hong Kong, China, Japan & Singapore
<b>International Calls to Mobiles and non-included destinations</b>	<a href="http://www.exetel.com.au/phone/exefone-international">http://www.exetel.com.au/phone/exefone-international</a>		

Once your initial contract term has expired, your monthly charge will continue to be charged (including the cost of the phone calls) on a month by month basis until you have either changed to a new Exetel ExeFone (VoIP) Home Phone Call Service plan or until you decide to cancel your service.

### Credit Card Surcharge

A credit card surcharge of \$1.10 will apply per month for all credit card payments. If you wish to avoid this charge, please select the Direct Debit option.

### Plan Changes

All ExeFone (VoIP) Home Voice Call Service plans are month to month. Just log into your My Exetel members area to change your plan.

## Other Information

### Exetel Members Facilities

You will be provided with a secure Members portal where you will be able to view your daily usage for your Exetel service. You will also be able to track all your Exetel invoices, make changes to your existing service and buy new services from this portal. Exetel

Member Login Page:

[www.exetel.com.au/my\\_exetel](http://www.exetel.com.au/my_exetel)

### Exetel Customer Contacts

When contacting Exetel for assistance, there are a number of options to facilitate your enquiry;

#### Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact Exetel's complaint resolution team at [complaints@exetel.com.au](mailto:complaints@exetel.com.au) or call **1300 393 835** and select **Option 1**.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

#### Customer Service Details

Contact our Residential Sales Team on [residentialsales@exetel.com.au](mailto:residentialsales@exetel.com.au) or call **1300 393 835** and select Option 1 for more information about your service and to order.

This is a summary only – the full legal terms for broadband services are available at <http://www.exetel.com.au/terms>