

Exetel Business Phone Service

This summary gives you the important information you need to know about your Exetel Business Phone Service. It covers things like the length of your contract, billing, what's covered and what's not.

Information About The Service

Exetel's Business Phone Service gives you Line Rental and a telephone number which enables you to make and receive Local, National, Calls to Mobiles, International & Special phone calls.

Mandatory Component of the Service

The purchase of a Phone Line and the associated Line Rental & Call charges are mandatory components of the Service, which cannot be separated from the service. Additionally the Long Distance voice call service associated with the Exetel provided phone service should not be preselected to another carrier other than Exetel or else a \$10 (including GST) surcharge will apply to your account.

Minimum Contract Term

12 Months.

Limitations/Qualifications for the Service

Exetel Business Phone Service may not be available in all areas or premises. 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 Business Sales Team on **1300 393 835** and select **Option 2**.

This service is for Small to Medium Businesses and does not contain a Service Level Agreement or guaranteed level of uptime. It is supplied on a best effort basis.

Connection Timeframes

For a Churn, Exetel will aim to activate your Exetel Business Phone Service within 3 working days. For new business phone service connections Exetel will aim to connect your service within 5 to 15 working days depending on work required from our suppliers' end.

Information About Pricing

Monthly Minimum Cost

\$30 per Month for Exetel Business Phone Service Rental, or;

Bundle with Exetel Business Broadband to get free local, national and call to mobiles with Australia.

Total Minimum Cost

\$360[†] over a 12 Month Contract

[†]Please note: The Total Minimum cost relates to a service that is churned to Exetel. In some instances including with brand new services, there may be a telephone activation charge. This could vary depending on the work required at your premises to connect the Exetel phone service. It also does not include the optional monthly call pack charges as this will depend on the call pack you select.

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 Business Phone Service plan or until you decide to cancel your service.

Early Termination Charge (ETC)

An ETC will apply if you cancel your service within your contract term. It will be calculated by multiplying the ETC by the number of remaining months in the contract term divided by the contract term of 12 months.

E.g. if you cancel your Exetel Business Phone Service after month 6 of a 12 month contract term, your ETC will be: $(\$99 \times 1 \text{ service}) \times (6\text{th Month}/12 \text{ Months}) = \$99 \times 0.5 = \$49.50$.

The Customer may cancel the Service at any time by giving Exetel thirty (30) days notice (including if the Customer does not wish to continue to use the Service after the end of the minimum term of a Fixed-Term Agreement).

New Phone Line Connection Charges

Depending on the type of connection (or reconnection) and the type of work required to connect the Exetel Business Phone Service, Exetel will apply one of the following connection charges.

The criteria for charging is based on the work that Exetel's supplier determines is required to connect your Exetel Business Phone Service. This will depend on whether a Phone Service has previously been connected at your premises, whether a technician is required to attend the premises and whether any cabling work has to be undertaken by Exetel's supplier up to your Network Boundary Point (NBP).

Standard Connection:

Churn (active in-place phone service) \$0

New Activation/installation:

No technician visit required: \$59

Technician visit required, no cabling work: \$125

Technician visit required, cabling work required: \$299

If extra cabling work is required to complete installation of your phone service, you may be charged a Fee-For-Service (FFS). We are unable to advise the cost of FFS prior to work being undertaken, due to the unique nature of each installation. Exetel will charge you this cost in due course.

Call Charges

Local Calls	20c/call
National Calls	15c/min + 35c/call
Calls to Aus Mobiles	35c/min + 35c/call
Calls to 13/1300*	30c/call
Contract Term	12 months
International	<u>Call rates</u>

Monthly Charges – Call packages

The BusinessChat call packs add extra included value for an added monthly charge.

Call charges	BusinessChat	BusinessChat mobile	BusinessChat Global
Monthly charge	\$20.00/mth	\$30.00/mth	\$40.00/mth
Local Calls	Unlimited	Unlimited	Unlimited
National Calls	Unlimited	Unlimited	Unlimited
Calls to 13/1300	Unlimited	Unlimited	Unlimited
Calls to Australian Mobiles	35c/min + 35c/call	Unlimited	Unlimited
International calls	<u>Call rates</u>	<u>Call rates</u>	Unlimited International calls** to : UK, US, NZ, China, Germany, France, Hong Kong, Canada, Japan, Singapore
Contract Term	12 Months		

**To landlines only

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.

Other Information

Exetel Members Facilities

You will be provided with a secure Members portal where you will be able to view your daily data and call 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

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 or call **1300 393 835** and select **Option 2**.

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

Customer Service Details

Contact our Small Business Sales Team on smallbusiness@exetel.com.au or call **1300 393 835** and select **Option 2** 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>

