

# Home Phone Service

## Information About The Service

Exetel's Home 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 Home 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 Residential Sales Team on **1300 393 835** and select **Option 1**.

## Information About Pricing

### Monthly Minimum Cost

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

\$25 per Month when Bundled with an Exetel ADSL Home Broadband Service.

### Total Minimum Cost

- \$360 over a 12 Month Contract
- \$300 over a 12 Month Contract (Bundled with Exetel ADSL Home Broadband Service) plus the Broadband Plan costs.

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 Home 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 Home 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 Home 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 Home 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 and cabling work required: \$299

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

### 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>

### Connection Timeframes

For a Churn, Exetel will aim to activate your Exetel Home Phone Service within 1-2 working days. If there has been a previous working home phone service at your property Exetel will aim to reconnect the service within 3 – 5 working days from the date of your request provided that the reconnection doesn't require a technician visit to your property or to the local exchange or anywhere in between. If a technician visit is required for a previous working home phone service at your property Exetel will aim to reconnect the service within 5 – 7 working days from the date of your request. For new home phone service connections which require a technician visit Exetel will aim to connect your service within 15 working days.

### Credit Card Surcharge

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. 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](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;