

## Home Phone Complete (PSTN)

This summary relates to phone services connected to the Telstra network.

### MONTHLY ACCESS FEE (Line Rental)

When also purchasing ADSL \$20.94/month  
Unbundled \$31.95/month

### MINIMUM PLAN TERM

Month to month.

### WHAT'S INCLUDED

- Phone line rental
- Call waiting
- Call forwarding

### CALL RATES

#### Local calls

Local calls 20c untimed.

#### Calls to 13/1300

Calls to 13/1300 35c untimed.

#### National Calls

Limited to \$2 for up to 3 hours 7pm to 12am.  
Otherwise 45c connection and 20c per minute.

#### Calls to Telstra mobiles

45c connection and 36c per minute  
Limited to \$2 for up to 20 minutes 7pm to 12am.

#### Calls to non-Telstra mobiles

45c connection and 36c per minute

#### Calls to select international destinations

Calls to Canada, Hong Kong, Ireland, New Zealand, UK, US and Singapore  
Limited to \$1 for calls up to 10 minutes.

[Click for international standard call rates](#)

#### Directory assistance 1223

Calls to directory assistance 1223 75c untimed

#### All other call types

Charged at cost + 25%.

### PHONE FEATURES

#### Silent Number

\$3.50 per month

#### Voicemail/Message bank

\$6.60 per month

#### Calling Number Display

\$6.60 per month

#### Telstra Handset Rental

\$6.60 per month

### Easy Call

\$3.70 per month

### ACTIVATION

Activation of service for outgoing and incoming calls.

\$0 - Transfer of existing phone service in from another provider.

\$69 - Standard exchange based activation.

For non-exchange based activation Australia On Line will refer you to Telstra.

### MINIMUM PLAN COSTS

The minimum phone plan cost is activation fee plus 1 monthly access fee.

### EARLY TERMINATION FEE

There is no early termination fee for cancelling a phone service in contract unless there is an ADSL service attached to the phone line in which case an early termination fee of \$269 will apply.

### CHANGING PLANS

There is no fee for changing to another phone plan.

### BILLING

You'll be billed in advance for the minimum monthly charge and the call charges from the previous calendar month on the third Victorian business day each month. You will be invoiced 3 days prior to the due amount being debited from your nominated payment method (Visa, MasterCard or bank account).

Your first debit will include any setup, equipment and the first month minimum access fee prior to your order proceeding.

29c processing fee applies to credit card transactions.

### CALL ITEMISATION

To track your calls sign in to

<http://usage.australiaonline.net.au>

If you have a query about your calls, please send an email to [support@australiaonline.net.au](mailto:support@australiaonline.net.au) with your query.

### BILLING HISTORY

To review your billing, sign in to

<http://bill.australiaonline.net.au>

If you have a query about your billing, please send an email to [accounts@australiaonline.net.au](mailto:accounts@australiaonline.net.au) detailing your concern.

### SERVICE CANCELLATION

## CRITICAL INFORMATION SUMMARY – Home Phone Complete (Standard PSTN Home Phone Service) – 06/06/2016

To cancel the service, please send an email to [disconnect@australiaonline.net.au](mailto:disconnect@australiaonline.net.au) specifying :-

- The service's phone number
- The address where the service is located.
- Your name
- Your date of birth
- The date you wish the service to be disconnected

Please give 7 days notice of prior to your preferred disconnection date.

Be aware that access fees are non-refundable.

A acknowledgement email will be sent to you in reply which will include a cancellation receipt number. If you do not receive a confirmation email then Australia On Line has not received your cancellation notification and you will need to contact Australia On Line directly on 1300 650 661 to ensure cancellation occurs.

Be aware that Australia On Line cannot be held responsible for the refund of access fees where we have not acknowledged receipt of a cancellation.

### PERSONAL USE

This service is intended for personal, domestic or residential use. You may use this service for commercial purposes but be aware the service is not guaranteed to be interruption free or error free.

### WARRANTY

This service is not guaranteed to be interruption or error free.

The liability of Australian On Line Pty Ltd in respect of this service is limited to resupply of the service or the refund of fees paid for the period of service failure.

By using this service you agree to indemnify Australia On Line Pty Ltd of any and all claims or damages by yourself or third parties including but not limited to claims for personal damage, claims for violation of copyright, claims of consequential damages, claims for loss of profit or claims for loss of income.

### WE'RE HERE TO HELP

If you have any questions or require assistance for this plan or any other Australia On Line service please call us on 1300 650 661 or (03) 8330 4900

### COMPLAINTS OR DISPUTES

If you have a dispute or complaint about your service, you can contact our help desk on 1300 650 661 or (03) 8330 4900. If your issue remains unresolved please contact Australia On Line management at [management@australiaonline.net.au](mailto:management@australiaonline.net.au)

### FURTHER INVESTIGATION

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

This is a summary only – the full legal terms for this plan are available at;

<http://www.australiaonline.net.au/legal/StandardFormOfAgreement.pdf>