

HomeTalk Basic



Critical Information Summary

Information about the service

Description of the service

Your **HomeTalk Basic** plan provides you with a PSTN phone service via the Telstra network, a telephone number and includes a monthly call allowance that can be used to make and receive calls.

Bundling arrangements

You don't need to bundle this plan with any other Switched On service. However, you might be able to get additional discounts if you have another Switched On Service.

Mandatory components

You must have an active telephone line and a telephone handset for this service to work.

Minimum term

This service is available on a **24 month** minimum term.

What's included?

This plan includes the following monthly inclusion, at **no additional charge**:

- Line rental

What's not included?

Calls made to 13/1300, 1900, Sensis, message bank and other call types are not included and will be charged in addition to your monthly access fee.

Information about pricing

Minimum monthly charge

The minimum amount that you'll pay per month is **\$30.95**.

Total minimum plan cost

The minimum amount you'll pay over the period of your plan is **\$742.80**.

Maximum monthly charge

The maximum monthly charge depends on whether you consume more value and/or data than included in your plan.

Early termination charges

If you cancel your phone service or transfer this service to another service provider, your plan will be cancelled and you will be charged an early termination charge (ETC) of \$30 multiplied by the months remaining in your contract term.

The maximum ETC you would have at the start of your service with us is **\$720**. So for example, if you cancel in Month 12 of your contract the ETC will be:

$$\$720 - (12 \times \$30) = \$360.$$

Unit pricing information

You will be billed in 60 second increments. There are no peak or off-peak restrictions.

The main call charges are:

- Local calls: 18c p/call
- National calls: Capped at \$2 for the first 30 minutes and 20c p/min thereafter
- Mobile Calls: Capped at \$2 for the first 15 minutes and 33¢ p/min thereafter
- 1300 numbers: 45c p/call
- Flagfall (timed calls): 41c p/call

Cost of making a 2 minute standard national mobile call (33¢ per minute, plus 41c flagfall)

\$1.07

To view all call rates, go to:

switchedonaustralia.com/residential/hometalk/basic.php

Connection fees

A connection fee may apply to connect your home phone service:

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

International call charges

You will be charged if you make calls to international numbers. All calls are charged in 60 second increments. International rates vary by destination and are subject to change.

For the full list of international call rates, see:

switchedonaustralia.com/residential/international.php

Got any Questions?

 **1300 455 620**

 info@switchedonaustralia.com

 switchedonaustralia.com

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Version 3-170713

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Other Information

Usage information

We have an easy-to-use usage meter where you can keep track of your usage, view your past statement and pay your bills. We'll also provide you with SMS usage alerts when you exceed your monthly limit for your Call and Data Allowances. To view your usage, you can login to the customer portal at:

switchedonaustralia.com/members.php

Please bear in mind, that usage records are provided to us from our host network which runs about 48 hours behind actual usage. This delay could be greater if there are outages. For that reason, we highly recommend you monitor and adjust your usage regularly, as notifications of usage and your usage meter may be affected by this delay.

Billing

Your bill is payable on the **15th of each month**. Each bill includes any applicable usage charges, plus the Minimum Monthly Charge in advance. When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges so may be higher than expected.

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, in addition to the minimum monthly charge in advance for the next billing cycle. You'll also only receive a proportion of your monthly data allowance based on the number of days left in the billing period, and your full monthly data allowance in the next month. For more information on billing visit our website at:

switchedonaustralia.com/members.php

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 working days, depending on your location.

Directory listing

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing. You'll be charged \$3.60 per month for a silent phone number.

Customer Service

We are committed to providing you with excellent service. If you have any questions, would like to give feedback or complain, you can contact us by calling **1300 455 620** during business hours, or by sending an email to info@switchedonaustralia.com...we'd love to help you.

Complaints or disputes

We encourage you to always contact us first if you experience any problem or are unhappy and we'll do our best to solve your problem during our first contact. You can find further information about our complaint resolution process via our website at: switchedonaustralia.com/complaints.php or switchedonaustralia.com/legal/legal.php#Policies

Telecommunications industry ombudsman

If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman (TIO) on: **1800 062 058** or by visiting the TIO website at: tio.com.au/making-a-complaint

This is a summary only – the full legal terms and conditions are available at: switchedonaustralia.com/legal/legal.php#SFCC

Information and pricing is correct at the time of printing and is inclusive of GST.

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