

Information About The Service

Here is a summary of all the important information you need to know about Telecom West's HOT NBN business phone plans.

The Service:

HOT is a hosted voice service utilising the internet to deliver voice calls. Combined with HOT hardware the service is a digital type of technology providing more features than your standard PABX phone systems.

Bundling:

This service is not a bundled service.

Requirements:

HOT requires an NBN connection with Telecom West to connect your service. All hardware must be purchased via Telecom West by the customer to receive this service, this is so we can load the correct configuration to the hardware. This is included as part of the cost of the hardware. You can choose additional hardware from our range at an additional cost.

Minimum Term:

Our HOT NBN Business Phone plans are available on 24month agreements.

Connection Timeframe:

The porting of your main number to the cloud takes up to 6 weeks provided you have removed all 'extras' on the line being ported ie. line hunt etc and also no complications arise. This does not mean your number is down for 6 weeks, you will only experience an outage of your number on the day of the porting.

Availability:

Not available to customers in all areas. Must obtain a ping of no more than 100ms to use this service.

Information About Pricing

Telecom West offers 3 types of plans depending on if you want to pay for calls or receive free calls to local, national and calls to mobiles in Australia. You must purchase a NL20 MESH modem from our modem range to plug phone into. You require an NBN connection with Telecom West.

To add more phones to your business, choose the HOT DID plan and buy a digital phone outright. Prices for digital phones are shown on our Business Phones page. If you require assistance determining which plan suits your needs best, please call our sales department on 1300 739 331.

Monthly Cost:

Plan Name	Minimum Monthly Charge	Phone Included In Plan	Cost of a 2 min standard call to a mobile	Total Min Cost** (24 Month Contract)	Free Calls*
BRONZE	\$19.95	no	\$0.44	24 = \$598.80	No
HOT DID	\$29.95	no	n/a	24 = \$1018.75	Yes
GOLD	\$29.95	no	n/a	24 = \$1018.75	Yes

HOT DID plan only available after initial purchase of a Business Phone from us.

When we supply you with hardware on a HOT plan, you will be invoiced up front and separately for all hardware and installation fees.

These services require a NL20 MESH modem be purchased from us. Refer to our modems page for choices of modems.

Any IP phone supplied by customer that is not bought through Telecom West is subject to a \$50.00 one off fee to add to our phone network.

*Only calls to local & national(std) landlines & calls to mobiles within Australia are free of charge. 13/1300 calls are extra.

**The total minimum cost on a 24 month HOT plan is the minimum monthly charge multiplied by the amount of contracted months plus minimum phone hardware cost.

Extra Hardware				
Model No.	T43U	T48U	T48U reception console	W53P
Upfront Cost Per Item	\$299.95	\$479.95	\$199.95	\$299.95

When purchasing extra hardware, the amount indicated according to each item will be invoiced to you directly for immediate payment. Once this bill is paid for, you own the hardware outright. Extra charge of \$20 for freight of any hardware where more than 2 devices are purchased.

Call cost:

Plan Name	Local Calls	National Calls	Calls to Mobiles	Calls to 13/1300
Bronze	15.4c/per call	15.4c/per call	22c/per min	44c/per call
HOT DID	0c/per call	0c/per call	0c/per min	40c/per call
Gold	0c/per call	0c/per call	0c/per min	40c/per call

Cost of a standard 2 minute call to a mobile on PAYG call rates on Bronze Bundle is \$0.44cents.

Calls to Mobile are charged per 60 second block.

No Flagfall on any calls listed above.

HOT Setup Fee:

Connection Type	Description	First Service	Additional Service
Transfer	Churn existing hosted voice technology service	0	0
Service activation	Port 1 phone number to HOT	50	0
Installation with technician visit (Perth metro area only)	For homes or businesses within the Perth metropolitan area who require a technician visit to install products/services.	labour costs	labour costs
Installation with technician visit (outside Perth metro area)	For homes or businesses not within the Perth metropolitan area who require a technician to install products/services.	\$500.00 plus labour costs	\$500.00 plus labour costs

*labour costs are \$125.00 per hour.

HOT Extras:

Fee to upgrade T41S included in Bronze or Gold plan is: a) to a T48S (\$15.00 per month); b) to a W53P (\$5.00 per month)(W53P only has 1 phone line per device).
HOT Extras (if required): a) Auto Attendant costs \$15.00 per month; b) Personalised Music on Hold costs \$10.00 per month.

Early Termination:

Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your contracted minimum monthly access fee multiplied by the months remaining in your contract plus any remaining hardware fees, if applicable.

Billing:

All our plans are post paid. As a result, your first bill will be pro rata meaning you will be charged from the day your service was activated until the end of the billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Other Information

Call Usage Information:

Customers can obtain information on their usage through our customer portal link on the website.

Customer Service Contact Details:

You can contact Telecom West customer service for Technical Support via 1300 739 331 or emailing: support@telecomwest.com.au, Account assistance via 1300 739 331 or emailing accounts@telecomwest.com.au, or for Sales assistance via 1300 739 331, or emailing: enquiries@telecomwest.com.au

Dispute Resolution Process:

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.telecomwest.com.au/policies

Telecommunications Industry Ombudsman:

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint