

Information About The Service

Here is a summary of all the important information you need to know about Telecom West's Residential Landline plan.

Included Features:

- Untimed local calls!
- Service provided on Telstra infrastructure!
- Australian based customer service!
- **No flagfall**, even on international calls!
- Top 20 international destinations!

Minimum Term:

Residential Landline plan is on a "no contract" agreement.

Information About Pricing

Telecom West offers only 1 Residential Landline plan, it is designed to cover different calling habits. If you require assistance please call our sales department on 1300 739 331.

Monthly cost:

Plan Name	Minimum Monthly Charge	Total Max Cost
Residential Bronze	\$35.15	Monthly Charge plus cost of any calls made

*As the plan is a No Contract agreement, the Total Minimum Cost of the service is above.

Call cost:

Plan Name	Local Calls	National Calls	Calls to Mobiles	Calls to 13/1300	International Calls*
Residential Bronze	14.3c/per call	11c/per min (\$2.20 max for 1st hour)	27.5c/per min	44c/per call	11c/per min

No Flagfall on any calls listed above.

Calls to Mobile are charged per 1 second block.

****As of 1/12/15 there is a Fixed Wire
Maintenance Fee of \$1.50 per month per service****

*Call rate only applies on calls to landlines to the following top 20 international destinations:

United Kingdom, China* , New Zealand, United States, Japan, Malaysia, Ireland, Canada, Hong Kong*, Singapore, Germany, Belgium, Italy, Netherlands, Portugal, Sweden, Spain, France, Chile & Taiwan. *fixed wire to mobile included

View all our international call rates at www.telecomwest.com.au/internationalrates.pdf

Early termination:

If you choose to cancel your Residential Landline service or it is disconnected for any reason within the contract term you will be charged an early termination fee of \$0 plus any outstanding amounts owing for calls made on the service plus outstanding line rental up to the day of disconnection.

Setup fee:

Connection Type	Description	First Service	Additional Service
Transfer	Churn existing service or an active phone line.	\$0	\$0
Line activation	Premises already has a physical phone line with a dial tone.	\$65.95	\$65.95

Connection Type	Description	First Service	Additional Service
Line activation with technician visit	Premises already has a physical phone line however a technician is required to reconnect the existing phone line.	\$142.95	\$109.95
New line installation	For new homes or homes with no existing phone lines.	\$329.95	\$219.95

Billing:

All our Residential Landline 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 at <https://customerportal.telcoinbox.com/index.php?r=site/login&id=348>

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 See www.telecomwest.com.au/contactus for more details.

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/ComplaintHandlingPolicyv1.1Dec2012.pdf

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