

Information About The Service

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

The Service:

Residential ADSL is an ADSL2+ broadband service offering fast speed internet access with a monthly included data allowance. You can choose to have your speed reduced 'shaped' to 256kbps once you have used up all your included monthly data allowance or you can continue using the service at the same fast speed 'unshaped' and pay excess data charges.

Bundling:

You must have a dedicated phone line for this service to work. This service is conditional on you having a phone line with us and equally the phone line rental is included in the service.

Requirements:

Broadband requires a PSTN telephone service in order to function. You must take up the Telecom West residential landline plan and enjoy some of the great benefits you get when you bundle your services on the one bill.

You will also require an ADSL modem or router in order to connect your service. If you don't already have one, Telecom West can sell you a suitable device from our large range at an additional cost. For full tech support at no cost we recommend this option as all our modems sold by us are supported by our technical department.

Minimum Term:

Our Residential Landline Bundle plans are available only on a 24month agreement.

Included Features:

- Untimed local & 13/1300 calls!
- Service provided on Telstra infrastructure!
- Australian based customer service!
- **No flagfall**, even on international calls!
- Top 20 international destinations!
- Dynamic IP Address!
- Choice of shaped or unshaped!
- Un-metered uploads!
- 10 email addresses!

Connection Timeframe:

New connections should be running within 10 business days provided you have an active fixed wire service and no complications arise. If you are transferring an existing dsl connection, once your application has been approved if no complications arise we should have your service running within 5 business days.

Broadband Speeds:

Your actual speed will vary due to number of factors such as your equipment, available ports at the exchange, your distance to the exchange, if you are on a rim or not, software and internet traffic.

Availability:

ADSL2+ is not available to customers in all areas. In addition, it is important to note that fastest residential grade dsl will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available, and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

Information About Pricing

Telecom West offers 5 Residential Landline Bundle plans, each plan is designed to suit different data usage habits. If you require assistance determining which plan suits your needs best, please call our sales department on 1300 739 331.

Monthly Cost:

Plan Name	Monthly Included Data	Minimum Monthly Charge	Total Min Cost* (24 Month Contract)	Cost per 1GB of included data
Residential Bronze Bundle 50	50GB	\$69.95	24 = \$1,678.80	\$1.40
Residential Bronze Bundle 100	100GB	\$74.95	24 = \$1,798.80	\$0.75
Residential Bronze Bundle 250	250GB	\$79.95	24 = \$1,918.80	\$0.32
Residential Bronze Bundle 500	500GB	\$89.95	24 = \$2,158.80	\$0.18
Residential Bronze Bundle 1000	1000GB	\$99.95	24 = \$2,398.80	\$0.10

Excess data is charged when the dsl service is 'unshaped', at the rate of \$4.95 per 1GB(1000MB) for every plan shown above except when you take the 'shaped' option.

*The total minimum cost on a 24 month contract is the minimum monthly charge multiplied by the amount of contracted months.

*The total maximum cost on a 24 month contract is the minimum monthly charge multiplied by the amount of contracted months plus any excess data charges incurred, depending on whether you have chosen 'shaped' or 'unshaped' for additional data.

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 service or it is disconnected for any reason within the contract term you will be charged an early termination fee of \$129.95 per residential bundle service. All hardware must be paid in full and any calls made will be charged to your bill.

Phone 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
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

DSL Setup Fee:

All new activations are free. If you are porting an existing dsl connection from another provider on a 24month contract a "fast-churn" fee of \$43.95 is applicable.

Billing:
All our Residential Landline Bundle 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 Broadband usage at <https://customerportal.telcoinabox.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