

Critical Information Summary

PAYG Home Phone

Information about the service

SERVICE DESCRIPTION

The iPrimus home phone plan provide residential land-line access to make and receive calls over the Public Switched Telephone Network (PSTN). This plan is provided to residential iPrimus customers. You can transfer your existing home phone number or connect a new phone number with iPrimus

MINIMUM CONTRACT TERM

No Fixed term

EQUIPMENT REQUIRED

An active telephone line and a telephone handset is required to use this service.

BUNDLING REQUIREMENTS

This service does not require you to bundle any other iPrimus services.

PLAN INCLUSIONS

This plan does not have any included calls

Information about the pricing

MONTHLY ACCESS FEE

\$30 per month.

CONNECTION CHARGES

If you currently do not have an active telephone service that can be transferred/ ported to iPrimus, a connection fee will apply.

- Standard Connection Fee (existing service) \$59
- Non-standard Connection Fee (existing service) eg. requires a technician visit \$125
- Standard Connection Fee (new service) \$299
- Any additional costs due to technician work will be passed on to you.

Connection fees only include service to the first socket. Any additional cable work for multiple sockets will need to be arranged by a private ACMA approved contractor.

CALL CHARGES

Local Calls: 20c per call.

Calls to 13/1300 numbers: 44c per call

National Calls to fixed lines within Australia: 20c per min plus 45c flagfall capped at \$2.20 for up to 3 hours. After 3 hours, reverts to standard rates.

Calls to Australian Mobiles are 36c per min (charged in 60 second increments) plus 45c flagfall. Between 7pm and midnight calls are capped at \$2.20 for the first 20 minutes. After 20 minutes, reverts to standard rates.

INTERNATIONAL CALLS For International Calls iPrimus Value and iPrimus Family customers may select Name-a-Nation or Desti-Nation plans. Calls are charged in 60 second increments (plus 45c flagfall). Rates are subject to change. Full details of international call rates are available on iprimus.com.au

EARLY TERMINATION CHARGE Early termination fee is not applicable for this product.

(Effective date 17 October 2016)

Thank you for choosing iPrimus for your telecommunication needs

Other Information

FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit iprimus.com.au for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products & services to you.

USAGE INFORMATION

For information about your current usage levels please use the iPrimus account toolbox, available at toolbox.iprimus.com.au or contact Customer Service by calling 1300 85 85 85.

DIRECT DEBIT

Accounts must be paid by Direct Debit. If iPrimus allows you to pay by another method, a \$2.95 fee applies per bill. Internet customers paying by direct debit will receive bills online through their iPrimus Account Toolbox.

EMAIL BILLING

You can save & support the environment by opting for

email billing. To switch to email billing, go to iprimus.com.au/emailmybill & complete the request, otherwise a \$2.50 fee applies per paper bill.

CONTACT US

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 1300 85 85 85 9am - 6pm AEST, Monday to Friday. If we are unable to resolve your issue to your satisfaction, please visit iprimus.com.au/resolve to see our complaint handling policy.

If you are still not satisfied with the steps taken by iPrimus to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with iPrimus & is an option of last resort.

You can contact the TIO by visiting tio.com.au or by calling 1800 062 058.