



## Critical Information Summary

### HOME PHONE PLAN 1 (24 Months)

PLAN	\$32.95/mth
<b>Minimum Monthly Charge</b>	\$32.95
** Set up Fee	\$29
Total Minimum Cost over 24 months	\$819.80
Monthly Call Allowance - Local	Unlimited <sup>^</sup>
Monthly Call Allowance - National	Unlimited <sup>^</sup>
Monthly Call Allowance - Mobile	Unlimited <sup>^</sup>
All for use in Australia only. Calls and Voicemails to standard Australian numbers.	
** A \$29 set up fee applies to this Home Phone Plan	

#### INFORMATION ABOUT THE SERVICE:

**DESCRIPTION OF YOUR SERVICE:** Your plan is for a Home Phone Plan (24 months) that uses a 3G mobile SIM. This gives you a handset as well as access to a phone number and allows you to make and receive calls. This service will allow you to port your landline number to us and be diverted to the mobile number associated to this service. All Outgoing calls will display that mobile number. Your Home Phone Plan will only work in 3G Coverage areas.

**MINIMUM CONTRACT TERM:** 24 months

**MANDATORY GOODS:** This plan includes a handset.

#### WHAT IS INCLUDED FROM YOUR MONTHLY ALLOWANCE:

Your monthly call allowance can be used for standard local, national and mobile calls outlined in the table above, voicemail retrieval, 1223 directory assist as well as most 13xx and 1800 numbers.

#### WHAT IS EXCLUDED FROM YOUR MONTHLY ALLOWANCE:

International calls, SMS, international SMS & MMS, national video calls, national video MMS, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges) are excluded. Charges for these calls, SMS and MMS can be found at [www.telechoice.com.au/?pricing-plans](http://www.telechoice.com.au/?pricing-plans)

**EXCLUDED FUNCTIONS:** Calls or SMS to premium numbers (e.g. 19xx numbers) are not available.

#### INFORMATION ABOUT PRICING:

Please see the table above for the price of the plan. If you exceed the included allowances of your plan or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge. There is no limit on the maximum total charge. The maximum charge depends upon your usage and any excess usage.

#### INTERNATIONAL CALLS:

Add an international call pack to the Home Phone plan for \$5/mth, \$9/mth or \$15/mth to call any country.

International call packs	\$5/mth	\$9/mth	\$15/mth
International call allowance (to any country)**	\$150	\$300	\$600
**Call rates will be charged based on the country. The rates can be found at Appendix I at <a href="https://www.telechoice.com.au/?appendix">https://www.telechoice.com.au/?appendix</a>			

Add an unlimited international call pack to any mobile plan for \$5/mth to call selected countries

Unlimited International call packs	\$5/mth available on all plans
International call allowance to selected countries	Unlimited <sup>^</sup> to these 10 countries: Bangladesh, China, Canada, Hong Kong, India, Malaysia, New Zealand, Thailand, United Kingdom, USA

We do not bill the international call packs at a pro rata rate. You will be charged the full amount even if you add a call pack towards the end of the billing cycle. You are encouraged to add a call pack at the start of your billing cycle to enjoy the full benefit.

#### CALL RATES:

Other calls, can be found at [www.telechoice.com.au/?pricing-plans](http://www.telechoice.com.au/?pricing-plans)

#### EARLY TERMINATION FEES:

If you cancel your Home Phone plan, or move to another plan (except another Home Phone service plan with the same or higher spend) before your fixed term contract has ended, you must pay an Early Termination Fee (ETF), which will include any remaining payments if you have selected the optional pendant handset. The maximum ETF is set out in the table below.



PLAN	Monthly ETF (Home Phone Service Plan)	Maximum ETF (Home Phone Service Plan)
Home Phone Plan - \$32.95	\$15.00 per month <sup>^</sup>	\$360.00

<sup>^</sup>The ETF for the Home Phone plan is calculated at the prescribed rate per month for the remaining months or part thereof otherwise remaining on your fixed term contract.

**SPECIAL PROMOTIONS AND ADD INS:**

This summary excludes any special promotions or value adds that may be associated with your contract or may be added by you after your contract commences.

**MEDICAL/ALARM DEVICES**-Medical monitoring devices and security alarm devices are not supported by the TeleChoice Home Phone plan. Other providers may offer this and may be able to provide you with alternate solutions. You may also contact the provider of the medical alarm service or security alarm service to find out which of your devices will work before connecting your home line.

**OTHER INFORMATION:**

**WHAT TO DO IF EQUIPMENT BREAKS DOWN;**

Except if the unit is lost, stolen or damaged, upon receiving notice from You that the Equipment has broken down during your 24month contract term, We will:

- (a) take all reasonable steps to repair the Equipment or provide suitable substitute Equipment as soon as reasonably practicable after being notified by You; and
- (b) not impose any Fees for that portion of the contract period for which the Equipment was broken down, nor the costs associated with any repair or replacement of the Equipment.

**WHAT TO DO IF EQUIPMENT IS LOST, STOLEN OR DAMAGED** If the Equipment has broken down as a result of Your acts or omissions (or the acts or omissions of Your employees) or if the Equipment is lost, stolen or damaged beyond fair wear and tear during the contract period, You will be liable for any costs incurred by Us to repair or replace the Equipment.

**PORTING**

It may take between 5 to 20 business days for TeleChoice to complete a port. Porting arrangements have not been established with all carriers. Accordingly, it may not be possible to port a number to the service or away from the service. We are not able to port all numbers. If we can port an existing number to the Home Phone plan, it can be used to receive phone calls by diversion to the mobile number assigned to your Home Phone Plan. You acknowledge that when porting the number to us, there may be a short period when the service is not available.

**BILLING:**

The billing cycle of your TeleChoice account ends on the same date each month (e.g. 3 May, 3 June, 3 July) and your account will be billed to include: a) any excess use during the previous billing cycle; and b) the monthly plan access fee in advance. You will receive your bill via email. A \$2.20 (inc. GST) service charge will be applied per month if you request to receive a paper bill. You can see your bills online via the TeleChoice member's area at [members.telechoice.com.au](http://members.telechoice.com.au)

**USAGE INFORMATION:**

You can monitor your service usage by logging into your account online at [www.telechoice.com.au/members](http://www.telechoice.com.au/members)

For full details of the TeleChoice usage alerts visit [www.telechoice.com.au/?/Managing-your-usage](http://www.telechoice.com.au/?/Managing-your-usage)

**CUSTOMER SUPPORT:**

For more information go to [www.telechoice.com.au](http://www.telechoice.com.au) or Call us: 9am - 9pm AEST (Mon-Fri) 9am - 6pm AEST (Sat-Sun) on 1300 83 53 24 (within Australia) and +61 02 8069 2638 (from overseas).

**TELECOMMUNICATIONS INDUSTRY OMBUDSMAN;**

If you have any concerns or complaint(s), contact us and we will attempt to resolve the matter as quickly as possible. If you are dissatisfied with our handling of the complaint you have the right to contact the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted on 1800 062 058.

**IMPORTANT INFORMATION<sup>^</sup>:**

Our Fair Use Policy applies to all unlimited plans and unlimited components of plans. Use which is not permitted by our Fair Use Policy is not included in your monthly call allowance or the relevant component of the plan. For details of our Fair Use Policy see

[https://www.telechoice.com.au/uploads/cis/a06Appendices/Appendix\\_B\\_-\\_FairUsePolicy.pdf](https://www.telechoice.com.au/uploads/cis/a06Appendices/Appendix_B_-_FairUsePolicy.pdf)

This is only a summary. This plan with full terms and conditions can be found at [www.telechoice.com.au/terms-conditions](http://www.telechoice.com.au/terms-conditions) This information is correct as at 14 December 2018 and is subject to change where we are permitted to do so by law. Visit [www.telechoice.com.au](http://www.telechoice.com.au) for updated information about our plans and services. Business Service Brokers Pty Ltd trading as TeleChoice ABN 44 236 745 235.