

Home Phone

Information about the service

Here's a quick summary of all the important bits about your Home Phone plan. It covers things like the length of your contract and how much you need to pay each month. Your plan is for a post-paid landline service. It gives you access to our network, a phone number, and lets you make and receive calls from your landline to other landlines and mobile phones. To receive this plan, you must have your Long-Distance calls with us for the duration that we provide you this service.

Minimum Term

The service is available on a month-to-month contract and may be cancelled at any time by providing 30 days' notice.

Information about Pricing

Monthly Charges

	Home Base	Family Plan	VoIP Extreme Server
Monthly Charges	\$30.00	\$50.00	\$70.00
Line Rental	Included	Included	Included
Local Calls	20c per call	Unlimited	Unlimited
National Calls	20c per min	Unlimited	Unlimited
Mobile Calls	30c per min	30c per Min	Unlimited
13/1300 Calls	44c per call	44c per call	44c per call
International Calls	Pay as you go	Pay as you go	Pay as you go

Minimum Total Cost

The minimum total cost for this plan is the Home Phone monthly access charge. For example, on the Home Base plan a minimum total cost is \$89.00 (which includes a \$59 connection fee) in the first month if the premises have previously had a telephone connection. If the premises have never had a telephone connection the minimum total cost will be \$329.00 (which includes a \$299 connection fee).

Calls to International Numbers

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see <https://fibre2air.com.au/international-call-rates>

Connection Charges

A connection fee may apply to connect your home phone service if the service.

- Existing telephone line without a technician visit \$59
- Existing telephone line with a technician visit \$125
- New telephone line connection \$299 with a technician visit and cabling work

Connection Timeframes

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, but this might not always be possible.

If there has been a previous working home phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within 3 working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

Early Termination Charge

Month to month plans can be cancelled at any time by providing us with 30 days' notice.

Priority Assistance

If you have a diagnosed life-threatening medical condition your current provider may offer you 'Priority Assistance'. Fibre2air does not provide priority assistance and this service does not come with priority assistance.

Other Information

Silent Line

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for a Silent Line. You'll be charged \$3.50 per month.

Usage Information

To check your current usage levels, login to 'My Account' at www.fibre2air.com.au/myaccount or download the fibre2air mobile app.

Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to fibre2air.com.au/payments or contact us.

We're here to help

Please visit fibre2air.com.au/contact if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

Complaint or Disputes

If you have a problem or complaint about your service go to fibre2air.com.au/complaints where you will find full contact details and information about how to resolve it.

Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at tio.com.au/about-us/contact-us.