

Description of the Service

This service is a standard (PSTN) phone service that can be used to make and receive calls.

Information about Pricing and Term

No calls are included in this plan. Additional charges apply for calls not included in your plan. The main charges are:

Phone Plan Details	TelcoHut Home Phone – 89.99 (incl GST)
Monthly Access Fee	\$89.99
Local Calls (per call)	Included
National Calls (per minute)	Included
Calls to Mobile (per minute) *	Included
13/ 1300 numbers per call	Included
Minimum Term	24 Months
Minimum Cost Over 24 months	\$2159.76
Early Termination Fee (ETP) per service	\$220.00
International Rates	Refer to www.telcohut.com.au/IntlRates.pdf

*Calls to mobiles are charged in 60 seconds increment.

Calls to International Numbers

Calls to TelcoHut’s top 10 international destinations are charged at 10c per 30 seconds with first minute minimum charge of 20c. Different rates apply to call other international numbers. All international calls are charged in 30 second increments. For all international call rates, see <http://www.telcohut.com.au/IntlRates.pdf>

Other Charges

Type of Charge	Description (incl GST)
Late Payment Charge	\$25 late payment fee charged for outstanding bills that remain unpaid by due date.
Paper Invoice	\$3 per paper invoice charged each month for every paper invoice sent via postal service.
eBill	FREE
Credit Card Charge	- 1.6% fee charged for payments made by all VISA or MasterCard - 4% fee charged for payments made by American Express - 1.5% fee charged for BPAY payment via credit cards - 1.5% fee charged for payment made via Australian Post Credit Card
Cheque	\$2.20 fee charged for payment made via cheque; \$15 fee for dishonoured cheque
Australia Post	\$2.20 for payment via Australia Post
Direct Debits	FREE (\$3 per transaction for rejected Direct Debit)

Connection Charges

A connection fee may apply where there is no active line present:



Critical Information Summary (CIS) for \$89.99 landline plan

Connection Charges	Rate (incl GST)
Without Technician Visit	\$72.57
With Technician Visit	\$153.75
New Telephone line installation with a technician visit and cabling done up to MDF	\$367.77

Usage Information

A spend management tool is available to all TelcoHut's customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/telcohut/>

Connection Timeframes

Once we've accepted your application, we'll try to connect your phone service on the date you ask for, but this might not always be possible. If there has been a previous working 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 two 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.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Service Details

TelcoHut's fixed wire services use the Telstra network. TelcoHut is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra. For further information on the Telstra network please visit <http://www.telstra.com.au>

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 \$5.50 per month.

TelcoHut Fair Go™ Policy

TelcoHut Fair Go policy is applicable to excessive and unreasonable use of this plan. Kindly refer to details of TelcoHut's Fair Go policy on www.telcohut.com.au/policies.

We're here to Help

If you have any questions, just call us on 1300 478 007 so we can serve you better. Or you can visit us at www.telcohut.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.telcohut.com.au/policies and clicking on 'Customer Complaints Handling Policy'. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au>.