

TELECHOICE

BROADBAND AND HOME PHONE BUNDLE - PRICING PLAN

SECTION 1 - GENERAL INFORMATION AND CHARGES

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1 ABOUT THIS PRICING TABLE

- (a) This is the *pricing table* for the *TeleChoice Broadband and Home Phone Bundle Service*.
- (b) The *agreement* is made up of:
 - (i) *your application*;
 - (ii) *the general terms*;
 - (iii) *the service description*;
 - (iv) *this pricing table and pricing plans* and
 - (v) *the appendices*.
- (c) All charges are expressed as GST inclusive charges.
- (d) The meaning of the words printed *in italics like this* is set out in the *dictionary*.

2 HOW TO USE THIS PRICING TABLE

2.1 Which *pricing plan* applies to you?

If *you* have already completed *your application* for the *service* the name of *your pricing plan* will be indicated on *your application*. If *you* do not know the name of *your pricing plan* it is indicated on *your Broadband and Home Phone Service bill*.

3 TELECHOICE BROADBAND AND HOME PHONE SERVICE PRICING

3.1 *Minimum monthly payment*

- (a) Some *pricing plans* have a *minimum monthly payment*. This is the minimum amount that *you* will be charged each month – note *you* will be charged this even if *you* do not make any *calls* or use any data.

3.2 *Monthly included value*

- (a) Some *pricing plans* have a monthly included value. This might be the same, less, or of greater value than *your minimum monthly payment*.
- (b) *You* can use the monthly included value to make certain types of calls, texts and other charges. If *you* do not use all of *your* monthly included value, *you* will only be charged the *minimum monthly spend*. If *you* use more, *you* will be charged for the usage outside of *your* monthly included value, in addition to *your minimum monthly payment*.
- (c) Some call types and charges are excluded from *your* monthly included value. This means *you* will be charged for these calls in addition to *your*

minimum monthly payment even if *you* have not used all of *your* monthly included value. The *pricing table* for *your* plan and the 'general charges' table will indicate which calls are included in *your* monthly included value, and *you* will be charged for any usage which has not been specified as included.

- (d) Your Bundle Service includes a Broadband data allocation, as specified in the Pricing Table, for residential consumers and may not be used for commercial purposes.
- (e) The monthly plan inclusions are subject to *our Fair Use Policy – Appendix B*.

3.3 Expiry of included value

- (a) *You* cannot transfer any unused included value beyond the month in which they accrue.
- (b) The value of included value cannot be transferred or redeemed for cash or credit on another account.
- (c) If *your service* is *cancelled* for any reason any unused included value will be forfeited, unless otherwise specified.

3.4 What calls are covered by the included call component of the *current pricing plan*?

The following *call* types are included in the included value component of all current *pricing plans*:

- (a) Local Calls
- (b) Standard National Calls
- (c) Standard National Calls to Australian Mobiles

See clause 4.4 below for definitions of the above call types.

3.5 What calls are excluded from the included value component of current *pricing plans*?

The following *call* types are examples of services not included in the included value component of *current pricing plan*:

- (a) Calls to special numbers (including calls to satellite services)
- (b) Premium Service Calls (e.g. 19XX numbers)
- (c) International Calls (excluding satellite services)

- (d) Any other charges not specified in section 3.4 above.

3.6 Data Exclusions

The following *data* usage are examples of services not included in the included value component of *current pricing plan*:

- (a) *TeleChoice* and 3rd Party Data Content purchases; and
- (b) *Subscription Services*

3.7 Equipment Charges Excluded

Equipment charges are not included in the plan inclusions.

4 HOW DO WE CALCULATE CALL CHARGES?

4.1 How do we calculate the cost of a call?

- (a) We measure the length of each call from the time the call is answered to the time the call is finished.
- (b) The length is then rounded up according to the billing interval indicated in the *pricing table* for *your pricing plan*. For example, if *your* billing interval is 60 seconds, we will round the *call* length up to the next whole 60 seconds. This length is then multiplied by the *call* charge associated with that *call* type, as indicated in the *pricing tables*.
- (c) Some *calls* incur a *flagfall* when the *call* is connected. *Flagfall* rates are indicated in the *pricing tables*.
- (d) The total cost of (b) and (c) above is then rounded up to the nearest cent to determine the final charge for the *call*.

4.2 How do we calculate the time of *your* call?

- (a) To calculate the time of a call we will use the local time recorded at the carrier exchange through which *your* call initially passes.

4.3 How do we calculate charges for data services?

- (a) We will charge *you* for the volume of data uploaded and downloaded through your service connection.
- (b) Charges are based upon 1 kilobyte increments and are rounded to the nearest cent.
- (c) The number of kilobytes used is then multiplied by the appropriate charge set out in the *pricing tables*.

- (d) If *you* have a data subscription plan, *you* will be charged each month according to the subscription monthly fee. If *you* use more data than the amount included in the subscription, *you* will be charged for additional data usage as per the charges set out in the *pricing tables*.

4.4 Types of calls

- (a) **Local Calls** – voice calls to other active landlines within the same Area Code prefix.
- (b) **Standard National calls** – STD voice calls within Australia to Australian fixed-line numbers and excluding calls to 180, 190, or other special numbers.
- (c) **Standard National Calls to Australian Mobiles** –voice calls within Australia to Australian other standard Australian mobiles.

5 CALL CHARGES

5.1 International Calls

- (a) We will charge *you* for calls made to international destinations (including calls to Inmarsat and Iridium satellite services) at the international rates set out in the *pricing tables, appendices* or as advertised on *our* website from time to time.
- (b) Calls to some international destinations may only be available to customers able to demonstrate a good payment history.
- (c) Where prices for calls to international destinations are not set out in the pricing tables, TeleChoice will charge you the pass through cost from our supplier.
- (d) Some international numbers (e.g. toll-free and premium numbers) may not be accessible from your TeleChoice Home Phone.

6 OTHER CHARGES

6.1 Activation Charge

- (a) The activation charge for any broadband or bundle service is detailed in the pricing tables.

6.2 Connection Charges

Depending on the type of phone line connection (or reconnection) and the type of work required to connect the *Basic Telephone Service*, we will apply one of the following connection charges set out in the table below. The criteria for charging is based on the work that we determine is required to connect your *Basic Telephone Service*, and the connection period. This will depend on whether a *Basic Telephone Service* has previously been connected at your premises,

whether a technician is required to attend the premises and whether any cabling work has to be undertaken by us. The charge is a pass-through charge from our supplier. The criteria used to decide on the charge is stated in the table below:

Connection Type	Connection Charge GST inclusive	Criteria to determine Charges
Telephone Line Connection (first and additional Connections) - Standard Connection* - Temporary Connection	\$59.00 \$159.00	A working telephone socket exists from a previous connection and one of our technicians is not required to visit your property or premises.
Telephone Line Connection (first and additional Connections) - Standard Connection* - Temporary Connection	\$59.00 \$159.00	A telephone sockets exists from a previous connection to a competitors network (non-Telstra) and one of our technicians is not required to visit your property or premises, but we need to undertake manual cabling activities within one of our exchanges.
Telephone Line Connection with a technician visit. First Connection: - Standard Connection* - Temporary Connection Additional Connections: - Standard Connection* - Temporary Connection	\$125.00 \$225.00 \$75.50 \$175.50	A previous telephone service existed at your property or premises and one of our technicians is required to visit your property or premises to reconnect existing suitable cabling in the following places: For home services: at any distributor and/or the first socket; For business services: at the main distribution frame or first socket where no main distribution frame exists.
New Telephone Line Connection (first Connection) - Standard Connection* - Temporary Connection	\$299.00 \$399.00	A telephone service has not previously been connected at your property or premises (although we may have previously installed cabling to your property or premises and you may be able to hear a soft dial tone); or Telephone line connection with a technician visit with cabling work is required – A previous telephone service existed at your property or premises and one of our technicians is required to visit your property or premises to install and/or work on the cabling. For home services up to the first socket in the property or premises; For business services other than: up to the main distribution frame or first socket where no main distribution frame exists.
*A Standard Connection is where a basic Telephone Service is provided for more than 3 months.		

6.3 Billing Feature Charges – Itemised local calls and bill copy requests

- (a) *Calls* charged at an untimed rate may not be itemised on *your* bill. We may charge *you* the fee set out below if *you* ask *us* to itemise these calls on *your* bill.
- (b) If *you* ask *us* for a copy of *your* bill from a previous billing period (that is a non-current bill) then *we* may charge *you* the fee set out below.

Charge	Amount
Itemised Billing	\$7.50
Copy Bill	\$5.50

- (c) Online copies of your bill are made available at no extra charge via the members area link: www.tchoice.com.au/membersarea

6.4 Late Or Non-Payment Fees And Charges

- (a) If *you* do not pay all amounts *you* owe *us* by the date the payment is due, *we* may charge *you* a late payment fee. The charge is set out below. This amount is effective as of 1 April 2013.

Charge	Amount
Late Payment Fee	\$10.00

6.5 Payment Dishonour Charges

- (a) If *you* elect to pay *your* bills by direct debit *we* may charge *you* a dishonour fee if the payment is dishonoured by *your* nominated financial institution or credit provider. The charge is set out below.
- (b) *We* may also charge *you* a dishonour fee if *you* pay *us* by cheque and the payment is dishonoured by *your* financial institution. The charge is set out below.
- (c) This fee is in addition to any fees that *your* financial institution or credit provider may charge *you*.

Charge	Amount
Dishonour Fee (Direct Debit)	\$2.50
Dishonour Fee (Cheque)	\$30.00
Chargeback Fee	\$30.00

6.6 Suspension fees

- (a) If we suspend the *service* because *you* have not paid all amounts *you* owe *us*, we may charge *you* a fee. The charge is set out below.

Charge	Amount
Suspension Charge	\$35.00

6.7 Mercantile agent recovery fee

If we engage a mercantile agent or lawyer to recover money *you* owe *us*, we may charge *you* a recovery fee that is equal to the charges that the mercantile and/or lawyer charge us in respect of that recovery (including, without limitation, any Court fees or other disbursements).

6.8 Changing your pricing plan

- (a) We may charge *you* a fee if *you* move from one *pricing plan* to another before the end of *your minimum term*. The amount of the fee will depend on various factors, including the terms of *your current pricing plan*, *your call spend* under *your current pricing plan* and the terms of the new *pricing plan* *you* are moving to. *You* should contact customer service for further information on the fee that may apply in *your* case.
- (b) If *you* change *your pricing plan* to a new *pricing plan* at any time, or renew *your agreement* and choose a new *pricing plan*:
- (i) in the case of a *basic telephone service*, we will apply the charges set out in *your new pricing plan* from the 1st day of your next billing cycle;
 - (ii) in the case of a broadband component of your plan, we will apply the charges set out in *your new plan* from the first day of *your next billing cycle*;
 - (iii) any benefits of the *pricing plan* *you* are moving from, and any on the *pricing plan* *you* are moving to (such as included value) will be applied according to *your billing cycle date*
- (c) Please note that if *you* have bundle service plan and *you* choose to change *you basic telephone or broadband service component of your plan* to a non bundled pricing plan; or transfer part of the bundle to an alternate provider; TeleChoice reserves the right:
- (i) to cancel your bundled service and apply the appropriate cancellation fees, or

- (ii) continue to charge you for the bundle service for the remainder of your Initial Contract Period or Renewal Period until your contract is cancelled.

7 SPECIAL PHONE FEATURES

The following special features are available on your phone line. If you already have these on your phone line with another provider, these will be transferred with your phone line when your service is transferred to TeleChoice.

Telstra Home Messages 101 is not available through TeleChoice. You can set up a separate Message Bank service with TeleChoice which is charged as per the table below.

Charges set out in the table below apply to special phone features and are billed to your account on your monthly invoice:

Feature	Description	Monthly Charge
Call Waiting	Call Waiting can let you know if a new caller is trying to contact you while you are already on the phone.	\$3.30
Call Forwarding	Call Forward transfers calls from your home phone to a number you choose, you can forward your calls to your mobile, pager, answering service or another phone.	\$3.30
Call Return	Call Return (*10#) lets you retrieve the phone number of your last unanswered (missed) call.	\$0.35 per call
3-Way-chat	3-Way-chat allows you to chat to two people at once.	\$3.30
Call Back	If the number you are calling is engaged, Call Back can ring you as soon as the number is available to call.	\$3.30
Message Bank	Message Bank provides a personalised answering service if your phone line is busy or you can't get to the phone.	\$6.00
Message Bank Virtual	Message Bank Virtual does not need an existing phone service. Callers can dial your mailbox directly to leave messages, or you can forward calls from other services, such as your mobile.	\$6.00
Calling Number Display	Calling Number Display can help you identify who is calling by displaying the caller's phone (except for blocked and some international calls) You need a Calling Number display compatible phone or Calling Number display Unit to use this feature.	\$6.00
Multiple Number	Multiple number provides you with an additional phone number for your existing phone line, as well as the option of separate billing for that number.	\$6.00
Duet - Phone and Fax	Add a separate fax number to your existing phone line without having to install a second	\$6.00

Multiple Number	line.	
Call Forward Selected Callers	Choose which calls are forwarded to your mobile, pager, answering service or other phone numbers from your home phone. You can have up to 15 numbers redirected.	\$2.20
Call Forward Set the Time	Forwarded calls from your home phone to your mobile, pager, answering service or other phone numbers during times that you have specified. You can set up to 15 time periods during which your calls will be forwarded.	\$3.30
Call Control	Restrict the types of calls made from your home phone. You can choose to bar outgoing STD, International, 19XX or local numbers.	\$3.30
Abbreviated Dialling	Abbreviated dialling lets you make calls by using just a one or 2 digit code. You can store up to 60 numbers, including STD and International Numbers.	Up to 8 \$3.30 Up to 40 \$5.06 Up to 60 \$6.16
Delayed Hotline	Delayed Hotline allows you to call a particular phone number without dialling	\$3.30
Smart Ring	Smart Ring can let you identify who is calling by the sound of your telephone's ring. You can select up to 3 distinctive rings, with each distinctive ring able to associate up to 15 numbers.	\$4.40
Silent Number	Silent Number feature prevents your number from being advertised in the White Pages, and prevents your number from being displayed to the called party.	\$2.95

8 SPECIALS

From time to time *we* may offer *specials*. *You* will be advised of these separately, for example, in promotional material relating to the *special*.