



CRITICAL INFORMATION SUMMARY:

Phone (TranTALK Alltime)

Information About The Service

TransACT Phone is a traditional landline telephone service – it's simple, hassle-free, comes with competitive call rates, and great benefits when you bundle it with an TransACT Broadband plan.

Required Services & Availability

TransACT Phone is not sold standalone, and is only available bundled with an TransACT Broadband.

Minimum Term

Minimum 12 months or 24 month contract applies.

Included Features

- Free local calls on TransACT network
- Call waiting
- Caller Number Display
- Call forwarding
- Three Way Calling

Along with great bundling benefits when you combine Broadband & Phone, all TranTALK Phone services include a range of great features. Also local calls to other TranTALK and TransBIZ customers by TranTALK Premium, TranTALK AllTime and TransBIZ 1/2/10/20/30 customers are provided free of charge.

Information About Pricing

Monthly Charges

TransACT offer one phone plan across VDSL/VDSL2/FTTP/ADSL networks monthly rental, and call rates detailed further below.

Plan Name	Minimum Monthly Charge
TranTALK AllTime	\$33.95

- The Total Maximum monthly charge is the sum of the Minimum Monthly line rental charge above, and the cost of any calls made/additional charged features added
- Total minimum cost over 24 months is \$814.80
- Early termination to the service attract a \$200 cancellation fee

Call Charges

Local calls	Free local calls to other TransACT phone customers 20¢ per call for all other local calls
National calls, rate per minute	18¢ per minute plus 39¢ connection fee
National calls, capped rate	\$1.75 for the first hour \$2.50 for the first two hours
Calls to mobiles	37¢ per minute plus 39¢ connection fee
International calls**	Varied + 39¢ flagfall

**International rates vary by destination, and the call cap is only available for calls to selected destinations.



Individual rates, and a list of countries included in the call cap, by plan, are listed at <http://www.transact.com.au/~media/Files/transact-act-transtalk-international-call-rates.pdf>

Unless otherwise noted, timed charges for National, Mobile & International calls are assessed on a per second basis, with a minimum assessed duration of one second.

Network	6 month contract	12 month contract	24 month contract	Self Install
VDSL	NA	\$299	\$199	NA
VDSL (Medium Density Units)	\$399	\$55	\$0	NA
VDSL2	NA	\$299	\$199	NA
VDSL2 (Medium Density Units)	\$399	\$55	\$0	NA
ADSL	NA	\$199	\$149	\$55
FTTP	NA	\$299	\$199	NA

Other Information

Usage Information

Customers can obtain information on their usage at <https://toolbox.transact.net.au>

Customer Service Contact Details

You can contact TransACT for Sales, Support & Billing assistance via **13 30 61**. See www.transact.com.au/en/contact for more details.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.transact.com.au/en-ACT/support/accounts/complaints

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint