



# Critical Information Summary:

## Phone

### 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 or Mobile Broadband plan.

#### Requirements & Availability

TransACT Phone is not sold standalone, and is only available bundled with a TransACT Broadband, Mobile Broadband, or Dialup plan. TransACT Business Phone can only be bundled with Business Broadband services.

#### Minimum Term

No minimum terms are applied to TransACT Phone services.

#### Included Features

Along with great bundling benefits when you combine Broadband & Phone, all TransACT Phone services include a range of great features. More features are available at an additional cost, with more detail at [transact.com.au/phone/home](http://transact.com.au/phone/home)

|             |              |           |
|-------------|--------------|-----------|
| Call Return | Call Waiting | Call Back |
| 3-Way Chat  | Call Forward |           |

### Information About Pricing

#### Monthly Charges

TransACT offer two Phone plans, each with a standard monthly rental, and varied call rates detailed further below.

| Plan Name      | Minimum Monthly Charge | Total Minimum Cost |
|----------------|------------------------|--------------------|
| Home Phone     | \$29.95                | \$149.85           |
| Business Phone | \$30.00                | \$374.90           |

- Minimum Monthly Charge is the monthly rental fee associated with the Phone service.
- Total minimum for Home Phone is \$29.95 Home Phone, \$39.95 ADSL1 Home-2, \$79.95 DSL setup fee, plus any calls made/additional charged features added.
- Total minimum cost for Business Phone \$30 Business Phone, \$49.95 Business-1, \$79.95 DSL setup fee, plus contract break fee (as Business Phone is only available in a contracted Business DSL Bundle), plus any calls made/additional charged feature added.

#### Call Charges

| Plan Name      | Local Calls | Standard National Calls                         | Calls to Australian Mobile*                      | International**                                | 1300 & 13   |
|----------------|-------------|---|--|--|-------------|
| Home Phone     | 20c untimed | 17c/min +<br>44c flagfall<br>\$1.98 up to 2 hrs | 37c/min +<br>44c flagfall<br>\$2.48 up to 20 min | Varied +<br>44c flagfall<br>\$1.98 up to 30min | 35c untimed |
| Business Phone | Included    | Included  | 37c/min +<br>44c flagfall<br>\$2.48 up to 20 min | Varied +<br>44c flagfall<br>\$1.98 up to 30min | 35c untimed |

\*Calls to Australian Mobile are charged per 30 second block

\*\*International rates vary by destination, and the \$1.98 call limit is only available for calls to selected destinations. Individual rates, and a list of countries included in the call limit, by plan, are listed at [transact.com.au/phone/home](http://transact.com.au/phone/home)

- Unless otherwise noted, timed charges for Standard National & International calls are assessed on a per second basis.
- Business Phone included local & standard national calls are subject to our Acceptable Use policy available at [transact.com.au/terms/](https://transact.com.au/terms/)
- TransACT do not provide or add additional charges for premium call services.

### Call Packs

Great value call packs are available at an additional monthly fee for those who like to talk a lot. Acceptable use policy applies to all included calls. For more information visit [transact.com.au/phone/home](https://transact.com.au/phone/home)

| Call Value Pack  | Availability                | Monthly Pack Price |
|--|-----------------------------|--------------------|
| All your calls to local, standard national & Australian mobile numbers | Home Phone                  | \$20               |
| All your calls to landlines in our top 20 international destinations   | Home Phone & Business Phone | \$10               |
| All your calls to Australian mobiles                                   | Business Phone              | \$20               |

### Setup Fee

No setup fee is charged when churning an active telephone line to TransACT, however when connecting an inactive line, a connection fee will apply:

| Connection Type                       | Description  | Charge |
|---------------------------------------|--|--------|
| Transfer                              | Churn an existing, active line to TransACT                               | \$0    |
| Line Activation                       | Inactive line, but premises has a physical line with dial-tone           | \$59   |
| Line Activation with Technician Visit | As above, however a technician is required to reconnect existing cabling | \$125  |
| New Line Installation                 | For new homes & homes with no previous line connection                   | \$299  |

### Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 37c per minute with 44c flagfall.

## Other Information

### Usage Information

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

### Customer Service Contact Details

You can contact TransACT customer service for Sales, Support & Billing assistance via **13 30 61**. See [transact.com.au/en/contact](https://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 [transact.com.au/en-ACT/support/accounts/complaints](https://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 [tio.com.au/making-a-complaint](https://tio.com.au/making-a-complaint)