

## Critical Information Summary

### Powercom Pacific Home Phone Value Plan

#### Information about the Service

Powercom Pacific Home Phone Value Plan is a fixed line traditional phone service.

#### **Requirements for Home Phone Value Plan**

Powercom Pacific Home Phone Value Plan can be sold as a stand-alone product or bundled with any of our applicable ADSL1 / ADSL2+ broadband plans.

#### **Minimum Terms**

There is no minimum term for your Home Phone Value Plan.

#### Information about Pricing

##### **Minimum Monthly Charges**

The minimum monthly charge is \$29.95.

Details	Description	Amount
Line Rental	Monthly	\$29.95
Local Calls	Untimed	17.5 cents
National Calls to Landlines	Connection (Flagfall)	35 cents
	Per Minute (All Networks)	18 cents
National Calls to Mobiles	Connection (Flagfall)	35 cents
	Per Minute (All Networks)	33 cents
International Calls	Connection (Flagfall)	35 cents
	International Call Costs	Refer to Powercom Pacific Website
13/1300 Calls	Untimed per Call	38.5 cents

##### **Maximum Monthly Charges**

The total maximum monthly cost will be the total of the minimum monthly cost plus the cost of any calls made and additional service features you may have such as silent number or call control features.

##### **Setup Fees & Charges**

There are no costs associated with moving your phone service over to Powercom Pacific, however when connecting a new service where there is no active service fees will apply.

Phone Connection Charges	Description	Charge
Transfer (Churn)	Move an existing service to Powercom Pacific	\$0.00
Service Activation	Inactive service where a dial tone still exists	\$69.95
Service Activation with a Technician Visit	Inactive service and requires some form of cabling connection at the premises	\$144.95
New Service Installation	For new premises that have no existing phone infrastructure	\$339.95

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Plan	Typical 2 Minute Call Costs		
	Local Call	National Call	Mobile Call
Home Phone Value	17.5 cents	71 cents	\$1.01

### Cancellation Fees

There are no cancellation or termination fees for the Home Phone Value Plan.

## Other Information

### Usage Information

Powercom Pacific customers can obtain account information and usage in an Account Toolbox via our website at <http://toolbox.powercompacific.com.au/>

### Customer Service Contact

You can contact our Powercom Pacific Customer Support representatives for billing, sales or support via email [enquiries@powercompacific.com.au](mailto:enquiries@powercompacific.com.au); or telephone on **1300 731 503**.

### Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing wither via email to [enquiries@powercompacific.com.au](mailto:enquiries@powercompacific.com.au) or via hard copy to:

**Powercom Pacific**

**Att: Operations Manager**

**PO Box 1749**

**Geelong VIC 3220**

### Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.to.com.au/making-a-complaint](http://www.to.com.au/making-a-complaint)

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