

Home Family Plan



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **Home Family** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid landline service. It gives you access to our network, a phone number, and lets you make and receive calls from your landline to other landlines and mobile phones

MINIMUM TERM

No fixed term contract applies.

What's Included and Excluded?

The following calls are included at **no additional charge**:

- **Calls to Local and National numbers**
- **Calls to 13/1300 numbers**

Additional charges apply for calls not included in your plan. The main charges are:

- **Calls to Telstra Mobiles: 37¢ per minute**
- **Calls to mobiles (Other than Telstra): 45¢ call connection fee plus 37¢ per minute.**

Calls are charged in per second increments.

CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see www.arcon.com.au

CONNECTION CHARGES

A connection fee may apply to connect your home phone service if the service .

- **Existing telephone line without a technician visit \$72.57**
- **Existing telephone line with a technician visit \$153.75**
- **New telephone line connection \$367.77 with a technician visit and cabling work**

Information about pricing.

Your minimum monthly charge is **\$49.95**.

No early termination fee (ETF) applies.

Other Information

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, but this might not always be possible.

If there has been a previous working home 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.

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 \$2.93 per month.

WE'RE HERE TO HELP

If you have any questions, just call us on **1300 780 649** so we can serve you better. Or you can visit us at www.arcon.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.arcon.com.au You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

 **1300 780 649**

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