

## Information About The Service

Here is a summary of all the important information you need to know about Telecom West's ISDN2/10/20/30 plans.

### Availability:

ISDN2/10/20/30 is not available to customers in all areas. Availability depends on several factors including whether it is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over.

### Requirements:

ISDN requires compatible telephony equipment in order for this service to function. You must have your ISDN service for at least 3 months.

### Minimum Term:

Our ISDN2/10/20/30 plans are available on a 24 or 36 month agreement.

### Included Features:

- Untimed local & std calls!
- Service provided on Telstra infrastructure!
- Australian based customer service!
- **No flagfall**, even on international calls!
- Top 20 international destinations!

## Information About Pricing

Telecom West offers 4 ISDN landline plans, each plan is designed to suit different calling habits. If you require assistance determining which plan suits your needs best, please call our sales department on 1300 739 331.

### Monthly cost:

Plan Name	Minimum Monthly Charge	Installation Fee	Total Min Cost* (24/36 Month Contract)
ISDN 2	\$74.95	\$499.95	24 = \$1,798.80 / 36 = \$2,698.20
ISDN 10	\$299.95	\$599.95	24 = \$7,198.80 / 36 = \$10,798.20
ISDN 20	\$599.95	\$699.95	24 = \$14,398.80 / 36 = \$21,598.20
ISDN 30	\$899.95	\$799.95	24 = \$21,598.80 / 36 = \$32,398.20

\*The total minimum cost on a 24 or 36 month contract depends on whether you run your contract out till the end or you terminate the services within 3 months or before the 24 or 36 month contract you agreed to.

If you terminate during the first 3 months of having the service the total minimum cost is the minimum monthly charge multiplied by the amount of contracted months plus a penalty fee of \$3500.00 .

If you terminate before the end of your contract and after the initial first 3 months of service the total minimum cost is 4 months of monthly charges plus the below early termination fees according to which service you have.

If you run the contract out until the end, the total minimum cost is the minimum monthly charge multiplied by the amount of contracted months.

### Call cost:

Plan Names	Local Calls	National Calls	Calls to Mobiles	Calls to 13/1300	International Calls*	National Data Calls
ISDN2/10/20/30	FREE	20c/per call	20c/per min	40c/per call	10c/per min	75c/per min

No Flagfall on any calls listed above.

Calls to Mobile are charged per 60 second block.

\* Call rate only applies on calls to landlines to the following top 20 international destinations:

United Kingdom, China\* , New Zealand, United States, Japan, Malaysia, Ireland, Canada, Hong Kong\*, Singapore, Germany, Belgium, Italy, Netherlands, Portugal, Sweden, Spain, France, Chile & Taiwan. \*fixed wire to mobile included

View all our international call rates at [www.telecomwest.com.au/internationalrates.pdf](http://www.telecomwest.com.au/internationalrates.pdf)

**Early Termination Fee:**

If you choose to cancel your ISDN service or it is disconnected for any reason within the 24 or 36 month contract term after the end of the 3 month minimum requirement, you will be charged an early termination fee of a once off fee of a) \$499.00 per ISDN2 service, b) \$1,899.00 per ISDN10 service, c) \$3,299.00 per ISDN20 service, d) \$4,799.00 per ISDN30 service.

If you choose to cancel your ISDN service or it is disconnected for any reason before the end of the 3 month minimum requirement, you will be charged your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract plus a penalty fee of \$3500.00 and not the early termination fee quoted above.

You must also provide 30 days notice to us to disconnect a service.

**Setup Fee:**

All services are required to each pay an installation fee as per the above pricing table.

**Billing:**

All our ISDN2/10/20/30 plans are post paid. As a result, your first bill will be pro rata meaning you will be charged from the day your service was activated until the end of the billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

**ISDN Relocations:**

ISDN Relocations are treated as entirely new installations as there is physical work required both at your premises and Telstra exchanges. For customers moving within buildings, that require a MDF or NTU to be moved to a different location (either same building or nearby building with the same lead in) we charge on a time and materials basis. If this service is required please request at time of signing contract. There will be extra charges for this service.

**Order Cancellation Fees:**

For all our ISDN plans, if an order is placed and subsequently cancelled during the installation an order cancellation fee applies. The order cancellation fee is based on the early termination fees above.

**Other Fees:**

Customers may request for installations to occur outside of normal Telstra business hours (7am to 7pm M-F). If this is required it should be requested at time of signing contract. There will be extra charges for this service.

The SDP or Service Demarcation Point is in the buildings MDF. Cabling after this point (MDF to IDF and internal office) is the responsibility of the customer to ensure is operational and compatible. We will organise cabling if required and charge on a time and materials basis. If this service is required please request at time of signing contract. There will be extra charges for this service.

Telstra may install an NTU at the customer site for each service. The NTU is provided for use solely as part of an ISDN service. Ownership of this device remains with Telstra. End users must not modify the configuration of the NTU unless instructed to do so in writing or email by Telstra. If an NTU is lost or damaged, we will charge the customer for its replacement.

Extra fees apply for value added services and/or optional features.

**Other Information****Usage Information:**

Customers can obtain information on their usage at <https://customerportal.telcoinabox.com/index.php?r=site/login&id=348>

**Customer Service Contact Details:**

You can contact Telecom West customer service for Technical Support via 1300 739 331 or emailing: [support@telecomwest.com.au](mailto:support@telecomwest.com.au), Account assistance via 1300 739 331 or emailing [accounts@telecomwest.com.au](mailto:accounts@telecomwest.com.au), or for Sales assistance via 1300 739 331, or emailing: [enquiries@telecomwest.com.au](mailto:enquiries@telecomwest.com.au). See [www.telecomwest.com.au/contactus](http://www.telecomwest.com.au/contactus) 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.telecomwest.com.au/policies/ComplaintHandlingPolicyv1.1Dec2012.pdf](http://www.telecomwest.com.au/policies/ComplaintHandlingPolicyv1.1Dec2012.pdf)

**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](http://www.tio.com.au/making-a-complaint)